

PhonePe Recruitment 2023 - Jobs Near Me - Customer Care Agent Post

Hiring organization
PhonePe

Job Location

India
Remote work from: Brazil

Date posted
June 15, 2023

Valid through
31.12.2023

Base Salary

USD. 12,000 - USD. 17,500

APPLY NOW

Qualifications

12th Pass, Graduate.

Employment Type

Full-time

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Description

PhonePe Recruitment 2023

Join PhonePe as a Customer Care Agent and be a part of our dedicated team, committed to delivering outstanding support to our valued customers. As a Customer Care Agent, you will play a vital role in ensuring customer satisfaction by addressing their queries, resolving issues, and providing timely assistance. This is an exciting opportunity to contribute to the success of PhonePe and make a positive impact on our customers' experience.

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PhonePe Careers

Responsibilities:

1. Customer Support: Respond to customer inquiries and provide prompt, accurate, and courteous assistance via various communication channels such as phone, email, and chat. Address customer concerns, resolve complaints, and ensure timely resolution of issues. Provide product information, troubleshoot problems, and offer solutions to enhance the customer experience.
2. Problem Solving: Analyze customer issues and determine the appropriate course of action to resolve them effectively. Collaborate with internal teams, including technical support and operations, to escalate and follow up on complex customer cases. Identify patterns or trends in customer queries and provide feedback to improve product and service offerings.
3. Relationship Building: Build and maintain positive relationships with customers by demonstrating empathy, active listening, and professionalism. Understand customer needs and exceed their expectations by going the extra mile. Strive to provide a personalized and delightful customer experience at every interaction.

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PhonePe Jobs Near Me

Skills:

1. **Communication Skills:** Excellent verbal and written communication skills. Ability to articulate information clearly and effectively to customers. Active listening skills to understand customer concerns and provide appropriate solutions. Proficiency in English and any additional regional languages is a plus.
2. **Customer Focus:** Strong customer service orientation and a genuine passion for helping others. Ability to remain calm and patient while dealing with challenging situations. Empathy and a friendly demeanor to build rapport and establish trust with customers.
3. **Problem-Solving Skills:** Strong analytical and problem-solving abilities. Ability to think critically and make quick decisions to resolve customer issues. Attention to detail and accuracy in documenting customer interactions and troubleshooting steps.

Important Links

Find the Link in [Apply Now](#) Button

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