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Spicejet Careers Jobs – Job Search – Find a Job For Customer Service Supervisor

Hiring organization

Spicejet

Date posted

March 22, 2024

Valid through

31.12.2024

APPLY NOW

Job Location

India

Remote work from: IN; US; AU; NZ; HK; JP; KZ; MY; SG; TW; TH; UZ; VN; AT; BY; BE; DK; FR; DE; GR; NL; RU; ES; CH; UK; GB; DZ; KW; MA; QA; SA; MX; AE; CA; GT; DO

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Base Salary

USD. 12 - USD. 21

Qualifications

Graduate, Post Graduate

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Employment Type

Full-time

Description

SpiceJet Recruitment 2024

Do you thrive in a fast-paced environment where excellent customer service is paramount? Are you passionate about the aviation industry and driven to ensure a smooth and positive travel experience for every passenger? If so, then a career as a Customer Service Supervisor at SpiceJet could be the perfect opportunity for you!

SpiceJet Jobs Near Me

SpiceJet, India's fastest-growing airline, is seeking a highly motivated and customer-centric individual to join our team as a Customer Service Supervisor. In this role, you will play a pivotal role in leading and overseeing our customer service team, ensuring exceptional service delivery and efficient problem-solving for all passenger inquiries.

Summary

This dynamic role offers the chance to build a rewarding career in a thriving airline. As a Customer Service Supervisor, you will be responsible for a team of customer service representatives, providing guidance, motivation, and coaching to ensure they deliver exceptional service to every passenger. You will also be responsible for overseeing daily operations, resolving complex customer issues, and upholding the highest standards of customer care.

This is an excellent opportunity for a passionate and experienced individual who thrives in a leadership role and is committed to exceeding customer expectations.

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Key Responsibilities

- Lead and motivate a team of customer service representatives, fostering a positive and productive work environment.
- Provide ongoing coaching, development, and performance feedback to your team, ensuring they maintain a high level of customer service expertise.
- Oversee daily customer service operations, ensuring efficient call handling, prompt response times, and adherence to all company policies and procedures.
- Address and resolve complex customer inquiries and complaints, utilizing excellent communication and problem-solving skills.
- Escalate critical issues to the appropriate departments and ensure timely resolution.
- Monitor key performance indicators (KPIs) related to customer service and identify areas for improvement.
- Implement and maintain high standards of customer service within your team.
- Build strong relationships with other departments within SpiceJet to ensure seamless customer service across the organization.
- Proactively identify and implement process improvements to enhance customer service experience.
- Ensure team compliance with all regulatory requirements and company policies.

Required Skills and Qualifications

- Minimum of 2-3 years of experience in a customer service supervisory role, preferably within the aviation industry.
- Proven track record of exceeding customer expectations and resolving complex issues.
- Excellent communication and interpersonal skills, with the ability to build rapport with customers and colleagues alike.
- Strong leadership and coaching skills with the ability to motivate and develop a team.
- Excellent problem-solving and decision-making skills.
- Proficient in Microsoft Office Suite, with strong computer literacy skills.
- Ability to work effectively under pressure and manage multiple tasks simultaneously.
- Strong analytical skills with the ability to identify and implement process improvements.
- A passion for the aviation industry and a commitment to providing exceptional customer service.

Experience

This role is open to both experienced customer service professionals and individuals with a strong foundation in customer service seeking a leadership opportunity.

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Why Join SpiceJet

SpiceJet offers a dynamic and exciting work environment where you can play a vital role in the success of a leading Indian airline. As a Customer Service Supervisor, you will have the opportunity to:

- Make a real difference in the travel experience of our passengers.
- Develop your leadership and coaching skills.
- Work in a fast-paced and challenging environment.
- Be part of a passionate and dedicated team.
- Enjoy competitive compensation and benefits package (details available upon request).
- Build a rewarding career in the aviation industry.

Application Process

Interested candidates should submit their resume and cover letter to

In your cover letter, please highlight your relevant experience, customer service skills, and leadership qualities. We look forward to hearing from you!

Let's Make Every Journey Memorable

At SpiceJet, we are committed to providing our customers with a seamless and enjoyable travel experience. As a Customer Service Supervisor, you will play a key role in upholding this commitment by ensuring that every passenger receives exceptional service.

We are searching for a passionate and driven individual who thrives in a leadership role and is dedicated to exceeding customer expectations.

Are you ready to join our team and make a difference? Apply today!

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Important Links

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