

<https://govhelp.in/job/vedantu-recruitment-2023-all-india-jobs-customer-support-post/>

Vedantu Jobs 2023 – All India Jobs – Customer Support Post

Job Location

India
Remote work from: India

(adsbygoogle = window.adsbygoogle || []).push({});

Base Salary

USD. 11,000 - USD. 17,000

Qualifications

Graduation, 12Th Passed

Employment Type

Full-time

(adsbygoogle = window.adsbygoogle || []).push({});

(adsbygoogle = window.adsbygoogle || []).push({});

Description

Vedantu Recruitment 2023

Vedantu, a leading online learning platform, is currently hiring for the position of Customer Support Associate. As a Customer Support Associate at Vedantu, you will play a crucial role in providing exceptional customer service to students, parents, and teachers using the platform. You will be responsible for addressing inquiries, resolving issues, and ensuring a positive user experience.

(adsbygoogle = window.adsbygoogle || []).push({});

Vedantu Jobs Near Me

Responsibilities:

1. Customer Assistance: Assist students, parents, and teachers in resolving their queries and concerns through various channels such as phone, email, chat, and social media. Provide accurate and timely information regarding Vedantu's products, services, and features.
2. Troubleshooting: Troubleshoot technical issues related to the platform, including login problems, video playback, and general navigation. Guide users through step-by-step solutions and escalate complex issues to the appropriate teams for resolution.
3. Issue Resolution: Take ownership of customer issues and follow through to ensure satisfactory resolution. Collaborate with internal teams, including content, technology, and operations, to address user feedback and implement necessary improvements.

Hiring organization

Vedantu

Date posted

June 6, 2023

Valid through

31.12.2023

APPLY NOW

4. **Feedback Collection:** Gather customer feedback and insights to identify common pain points, trends, and areas of improvement. Share feedback with relevant teams to contribute to the continuous enhancement of Vedantu's services and offerings.
5. **Product Knowledge:** Stay up-to-date with Vedantu's products, features, and updates to provide accurate information and support. Participate in regular training sessions to enhance product knowledge and customer service skills.
6. **Customer Satisfaction:** Strive to provide excellent customer service and ensure a positive experience for all users. Maintain a friendly and professional demeanor while addressing customer concerns and resolving issues promptly.
7. **Documentation:** Maintain accurate records of customer interactions, inquiries, and resolutions in the internal systems. Generate reports and share insights with the team to facilitate continuous improvement in customer support processes.

(adsbygoogle = window.adsbygoogle || []).push({});

Vedantu Careers

Qualifications:

- Bachelor's degree in any discipline (preferred, but not mandatory).
- Excellent verbal and written communication skills in English and one or more regional languages.
- Strong customer service orientation with a passion for helping others.
- Good problem-solving and analytical skills to identify and resolve customer issues effectively.
- Empathy and patience to handle customer inquiries and complaints with a positive attitude.
- Ability to multitask and work in a fast-paced environment.
- Proficiency in using computer applications and software for communication and data entry.
- Prior experience in customer support or related roles is an added advantage.
- Willingness to work in shifts, including evenings and weekends as per business requirements.

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

(adsbygoogle = window.adsbygoogle || []).push({});

(adsbygoogle = window.adsbygoogle || []).push({});