



<https://govhelp.in/job/vi-recruitment-2023-jobs-near-me-customer-service-executive-post/>

VI Recruitment 2023 – Jobs Near Me – Customer Service Executive Post

Hiring organization
VI

Job Location

India
Remote work from: Brazil

Date posted
June 14, 2023

Valid through
31.12.2023

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Base Salary

USD. 11,000 - USD. 17,000

APPLY NOW

Qualifications

12th Pass, Graduation.

Employment Type

Full-time

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Description

VI Recruitment 2023

VI is a leading telecommunications company dedicated to providing seamless connectivity and exceptional customer service. We are currently seeking enthusiastic and customer-oriented individuals to join our team as Customer Service Executives. This role offers an exciting opportunity for freshers to kickstart their career in the telecommunications industry and contribute to delivering a superior customer experience.

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VI Jobs Near Me

Responsibilities:

1. **Customer Support and Issue Resolution:** As a Customer Service Executive at VI, your primary responsibility will be to provide excellent customer support and address customer inquiries and concerns. You will handle a variety of customer interactions, including phone calls, emails, and live chats. You will listen attentively to customer needs, empathize with their concerns, and provide prompt and accurate resolutions. Whether it's assisting with billing inquiries, resolving service-related issues, or providing product information, your goal will be to ensure customer satisfaction at all times.
2. **Account Management and Upgrades:** In this role, you will manage customer accounts and assist with account-related activities. You will handle tasks

such as activating new connections, processing service upgrades or downgrades, and facilitating account closures, as required. You will guide customers through the process of selecting suitable plans or packages based on their needs, ensuring they have a seamless and personalized experience. Your knowledge of VI's products and services will enable you to provide tailored recommendations to customers, driving customer loyalty and retention.

3. Documentation and Reporting: As a Customer Service Executive, you will maintain accurate records of customer interactions and transactions. You will update customer information, document service-related issues, and prepare reports on customer feedback and recurring concerns. Your attention to detail and adherence to documentation guidelines will contribute to data accuracy and enable the identification of improvement opportunities. Your insights and feedback will play a crucial role in enhancing VI's customer service processes and driving continuous improvement.

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VI Careers

Skills:

- Excellent verbal and written communication skills, with a strong command of the English language.
- Active listening skills and the ability to empathize with customers' concerns.
- Strong problem-solving abilities and the capacity to think quickly and provide effective solutions.
- Good knowledge of telecommunications products and services, including mobile plans, internet services, and value-added services.
- Basic computer proficiency and familiarity with MS Office applications.
- Ability to work in a fast-paced environment, handle multiple tasks, and prioritize effectively.
- Strong customer service orientation and a friendly, patient, and professional demeanor.

Important Links

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

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