

Client Service Specialist – Job Card – Zomato Careers

Job Location

India
Remote work from: IND

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Base Salary

USD 15 - USD 21

Qualifications

12th/Graduate

Employment Type

Full-time

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Description

Client Service Specialist

At Zomato, our Client Service Specialists are more than just support representatives; they are restaurant advocates and diner champions. They leverage their industry knowledge, problem-solving abilities, and empathy to answer restaurant queries, troubleshoot technical issues, and guide them through navigating the Zomato platform effectively. They proactively identify and address diner concerns, ensuring a smooth and enjoyable dining experience, ultimately contributing to the success of both restaurants and diners on the Zomato platform. As part of our client service team, you'll play a vital role in upholding Zomato's commitment to exceptional service, contributing to the company's continued growth and shaping positive experiences for all stakeholders.

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Responsibilities:

- Provide prompt and professional support to restaurants through phone, email, and chat.
- Demonstrate in-depth knowledge of Zomato's platform, features, and policies for restaurants.
- Effectively troubleshoot technical issues related to orders, listings, payments, and account management.
- Offer clear, concise, and accurate information to restaurants, actively listening to understand their needs and concerns.
- Escalate complex issues to the appropriate teams when necessary, ensuring timely resolution.
- Proactively identify opportunities to improve restaurant success on the

Hiring organization

Zomato

Date posted

February 24, 2024

Valid through

31.08.2024

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Zomato platform.

- Analyze data and trends to provide insights and recommendations to restaurants.
- Contribute to continuous improvement by suggesting ways to enhance client service and platform functionalities.
- Stay updated on industry trends and competitor offerings, sharing valuable insights with the team.
- Maintain a positive and professional demeanor, fostering a collaborative and supportive relationship with restaurants.

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Zomato Careers

Skills:

- Strong communication, interpersonal, and problem-solving skills, with fluency in English and Hindi (knowledge of additional regional languages a plus).
- Passion for the food industry and understanding of restaurant operations (a plus).
- Ability to learn new information quickly and adapt to changing situations.
- Detail-oriented and organized with a keen eye for accuracy.
- Proficient in basic computer applications (MS Office preferred).
- Ability to work independently and as part of a team in a fast-paced environment.
- Positive attitude and a strong work ethic.

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