



<https://targetjob.govhelp.in/job/customer-care-agent-in-jio-highest-paying-jobs-free-job-alert/>

Customer Care Agent In Jio – Highest Paying Jobs – Free Job Alert

Hiring organization
Jio

Job Location

India
Remote work from: IND

Date posted
February 23, 2024

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Valid through
31.08.2024

Base Salary

USD 14 - USD 21

APPLY NOW

Qualifications

12th/Graduate

Employment Type

Full-time

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Description

Customer Care Agent In Jio

Do you have a passion for helping people and enjoy using technology? Are you a clear communicator with a knack for problem-solving? If so, then joining Jio as a Customer Care Agent could be your ideal career opportunity!

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Responsibilities:

- Respond promptly and professionally to customer inquiries via phone, email, chat, or social media.
- Troubleshoot technical issues related to Jio services (mobile data, voice calls, broadband, etc.).
- Provide accurate and helpful information about Jio plans, tariffs, offers, and promotions.
- Resolve billing inquiries and address payment-related concerns.
- Handle customer complaints effectively, de-escalating situations and finding resolutions that exceed expectations.
- Identify and report technical issues to the relevant teams for further investigation and resolution.
- Maintain accurate records and document customer interactions efficiently.
- Contribute to improving customer service processes by suggesting new solutions and best practices.

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Jio Careers

Skills:

- Minimum 12th standard pass or equivalent qualification (preferred).
- Excellent communication and interpersonal skills, with the ability to explain technical information in a clear and concise manner.
- Strong problem-solving and analytical skills to identify root causes of customer issues and offer effective solutions.
- Patience, empathy, and a positive attitude to handle challenging situations professionally.
- Ability to work independently and as part of a team.
- Proficient in English and Hindi (or other regional languages as required).
- Basic computer literacy with good typing speed (a plus).

Tags: Jio , recruitment, job opportunities, career, hiring, job search, job application, Jio careers, work at Jio , job openings, job vacancies, job opportunities at Jio , Jio jobs, Jio recruitment 2024, Jio hiring 2024

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