



<https://targetjob.govhelp.in/job/customer-care-agent-in-jio-job-search-jio-jobs-for-freshers/>

Customer Care Agent In Jio – Job Search – Jio Jobs For Freshers

Hiring organization
Jio

Job Location

India
Remote work from: IND

Date posted
February 16, 2024

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Valid through
31.08.2024

Base Salary

USD 15 - USD 24

APPLY NOW

Qualifications

12th/Graduate

Employment Type

Full-time

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Description

Customer Care Agent In Jio

This exciting role offers the chance to make a real difference in people's lives. You'll be the first point of contact for customers seeking assistance with plans, recharges, billing, technical issues, and more. Your ability to listen actively, identify root causes, and offer clear and concise solutions will be key to building trust, fostering positive brand perception, and leaving a lasting impression on every interaction.

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Responsibilities:

- **Customer Champion:** Address customer inquiries and concerns promptly and efficiently across various channels (phone, email, chat).
- **Problem Solver:** Utilize your analytical skills to diagnose issues, research solutions, and offer timely resolutions that exceed customer expectations.
- **Account Expert:** Assist customers with account management tasks, ensuring smooth access and navigation of their Jio experience.
- **Tech-Savvy Advisor:** Leverage your knowledge of Jio products and services to provide accurate and informative guidance to customers on plans, recharges, and technical difficulties.
- **Policy Pro:** Ensure adherence to company policies and procedures while maintaining flexibility and empathy in customer interactions.
- **Continuous Learner:** Stay updated on Jio's evolving services, plans, and

policies to consistently deliver exceptional support.

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Jio Careers

• **Skills:**

- Exceptional communication and interpersonal skills, both written and verbal.
- Strong analytical and problem-solving skills.
- Active listening and empathy.
- Ability to work independently and as part of a team.
- Tech-savvy with a willingness to learn new tools and platforms.
- Positive and enthusiastic attitude with a commitment to providing excellent customer service.

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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