

## Customer Care Agent In Swiggy – Job Seeker – Job Vacancy Near Me

**Hiring organization**  
Swiggy

### Job Location

India  
Remote work from: IND

**Date posted**  
February 9, 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

## Swiggy Recruitment

Join Swiggy, India's leading food ordering and delivery platform, and become a Customer Care Agent who fuels foodie happiness and ensures every culinary journey is smooth and satisfying! In this dynamic and customer-centric role, you'll be the friendly voice and problem-solving maestro, resolving inquiries, addressing concerns, and leaving a lasting positive impression on every Swiggy user. If you possess a passion for food, strong communication skills, and a commitment to exceeding expectations, we encourage you to apply!

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### Swiggy Jobs near me

#### Responsibilities:

- Respond promptly and courteously to customer inquiries through various channels (phone, email, chat).
- Actively listen to understand customer needs and concerns related to orders, deliveries, restaurants, refunds, and other food-related topics.
- Possess in-depth knowledge of Swiggy's partner restaurants, menu offerings, and delivery processes to provide accurate and relevant information.
- Offer personalized recommendations and suggestions based on individual preferences and dietary needs (optional, depending on specific role).
- Resolve inquiries efficiently and effectively, exceeding customer expectations and leaving them feeling empowered and happy.
- Adhere to company policies, service protocols, and regulatory guidelines to ensure consistent quality service.
- Document interactions accurately and effectively to maintain clear records

and contribute to knowledge sharing.

- Continuously strive to improve knowledge and expertise through training and self-development opportunities.
- Contribute to a positive and supportive team environment by collaborating with colleagues.

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### **Swiggy Careers**

#### **Skills:**

- Minimum high school diploma or equivalent.
- Strong communication and interpersonal skills, both written and verbal.
- Excellent listening and analytical skills to understand customer needs and identify underlying issues.
- Ability to empathize with customers and build rapport in diverse situations.
- Problem-solving skills and a commitment to finding solutions that satisfy and delight customers.
- Proficiency in English and Hindi (or other regional languages as required).
- Basic computer literacy and willingness to learn new software quickly.
- Passion for food and a genuine interest in the restaurant industry (preferred).
- Positive attitude, a strong work ethic, and a genuine desire to exceed customer expectations.

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

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