

Customer Care Agent – Job Card – Swiggy Careers For Freshers

Hiring organization
Swiggy

Job Location

India
Remote work from: IND

Date posted
February 28, 2024

(adsbygoogle = window.adsbygoogle || []).push({});

Valid through
31.08.2024

Base Salary

USD 18 - USD 24

APPLY NOW

Qualifications

12th/Graduate

Employment Type

Full-time

(adsbygoogle = window.adsbygoogle || []).push({});

(adsbygoogle = window.adsbygoogle || []).push({});

Description

Customer Care Agent

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!

(adsbygoogle = window.adsbygoogle || []).push({});

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.

```
(adsbygoogle = window.adsbygoogle || []).push({});
```

If You Want to Get Notifications about Various Jobs, Join our Telegram Channel Now and Get notified Daily about the Latest Jobs



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

If You Want to Get Notification about Various Jobs, Join our WhatsApp Channel Now and Get notified Daily about Latest Jobs



Click to Join

Important Links

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

`(adsbygoogle = window.adsbygoogle || []).push({});`

`(adsbygoogle = window.adsbygoogle || []).push({});`