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Customer Care Associate – Latest Job Notification – Jio Careers For Freshers

Hiring organization
Jio

Job Location

India
Remote work from: IND

Date posted

February 28, 2024

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Valid through

31.08.2024

Base Salary

USD 18 - USD 21

APPLY NOW

Qualifications

12th/Graduate

Employment Type

Full-time

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Description

Customer Care Associate

In this exciting role, you will play a vital role in driving customer satisfaction by providing exceptional service to Jio's millions of subscribers. You will be the first point of contact for a wide range of customer inquiries, addressing their needs and concerns with empathy, professionalism, and a commitment to finding solutions.

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Responsibilities:

- Respond to customer inquiries via phone, email, and chat, effectively troubleshooting technical issues and resolving service-related concerns.
- Provide accurate and up-to-date information on Jio products, services, and plans, ensuring customer understanding and promoting brand loyalty.
- Actively listen to customer concerns, fostering positive relationships through clear communication and a genuine desire to help.

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Jio Careers

Skills:

- Excellent communication and interpersonal skills, with the ability to build rapport and effectively communicate with diverse customers.
- Strong problem-solving skills, with a keen eye for detail and the ability to find solutions to complex issues.
- Proficient in computer literacy with a working knowledge of customer service software and systems.
- Adaptability and a willingness to learn, keeping pace with the ever-evolving landscape of the telecommunications industry.

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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