

Customer Care Executive In Zomato – Vacancy Job Alert – Zomato Jobs For Freshers

Hiring organization
Zomato

Job Location

India
Remote work from: IND

Date posted
February 27, 2024

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

Valid through
31.08.2024

Base Salary

USD 18 - USD 25

APPLY NOW

Qualifications

12th/Graduate

Employment Type

Full-time

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

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

Description

Customer Care Executive In Zomato

In this customer-centric role, you'll be the first point of contact for Zomato's valued users – both restaurant partners and food delivery customers. You'll play a vital role in building positive relationships, resolving inquiries and concerns, and ensuring a smooth and enjoyable Zomato experience for everyone.

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

Zomato Jobs near me

Responsibilities:

- **Respond to customer inquiries:** Answer questions and address concerns promptly and professionally through various channels, like phone, email, and chat.
- **Resolve customer issues:** Effectively troubleshoot and resolve customer issues related to food orders, restaurant listings, delivery experiences, and app usage, ensuring a positive and satisfactory resolution.
- **Provide information and support:** Possess a deep understanding of Zomato's services and features and provide accurate and helpful information to users regarding restaurant options, order placement, delivery tracking, and troubleshooting basic app functionalities.
- **Escalate complex issues:** Identify and escalate complex customer concerns to the appropriate teams for further action, ensuring all issues are addressed effectively.
- **Gather feedback:** Actively listen to customer feedback, identify trends, and document valuable insights to improve Zomato's services and user experience.

(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



Zomato Careers

Skills:

- Minimum Bachelor's degree in any relevant field (Business, Hospitality, Marketing preferred).
- 1-2 years of experience in customer success, account management, or a related role.
- Proven track record of building strong relationships and achieving positive client outcomes.
- Excellent communication and problem-solving skills.

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

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



Important Links

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

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

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