



<https://targetjob.govhelp.in/job/customer-care-executive-jio-careers-urgent-hiring-in-jio/>

Customer Care Executive – Jio Careers – Urgent Hiring in Jio

Hiring organization
Jio

Job Location

India
Remote work from: IND

Date posted

February 21, 2024

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Valid through

31.08.2024

Base Salary

USD 16 - USD 24

APPLY NOW

Qualifications

12th/Graduate

Employment Type

Full-time

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Description

Customer Care Executive

Join Jio, India's leading digital services provider, and become a Customer Care Executive who illuminates customer experiences and empowers seamless connectivity! In this dynamic and impactful role, you'll be the friendly voice and knowledgeable guide, resolving queries, addressing concerns, and ensuring every Jio user enjoys a smooth and satisfying experience. If you possess a passion for helping others, strong communication skills, and a commitment to exceeding expectations, we encourage you to apply!

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Responsibilities:

- **Personalized Customer Support:** Assist customers with their queries and requests through various channels (calls, chat, social media) using AI-powered tools and knowledge bases.
- **Issue Resolution & Troubleshooting:** Proactively identify and resolve customer issues efficiently, offering clear explanations and helpful solutions.
- **Account Management & Service Activation:** Assist customers with managing their accounts, activating services, and understanding billing details.
- **Technical Support:** Provide basic technical support for Jio services, guiding customers through troubleshooting steps and escalating complex

issues when needed.

- **Feedback & Insights:** Gather customer feedback and suggestions, analyzing data to identify areas for improvement and enhance the customer experience.
- **Continuous Learning & Improvement:** Stay updated on Jio's offerings, policies, and technology advancements through ongoing training and self-learning.

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Jio Careers

Skills:

- Excellent communication and interpersonal skills.
- Patience and a calm demeanor with a passion for customer service.
- Computer skills and proficiency in customer relationship management (CRM) systems (a plus).
- Problem-solving and analytical skills with a strong attention to detail.
- Ability to work independently and as part of a team in a fast-paced environment.

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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