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Customer Officer In Jio – Fast Job Search – Jobs For Freshers

Hiring organization
Jio

Job Location

India
Remote work from: IND

Date posted
February 5, 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

Help Desk Executive In Jio

Do you thrive in a dynamic environment, passionate about making a difference through exceptional customer service? Do you possess strong communication and problem-solving skills, eager to connect with diverse personalities? If you're looking for a rewarding career opportunity where you can contribute to India's digital revolution, then the Customer Officer role at Jio could be your perfect fit!

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Responsibilities:

- **Customer inquiries and support:** Responding to customer calls, emails, and social media messages, providing timely, accurate, and courteous assistance with their concerns, questions, and complaints.
- **Product and service knowledge:** Gain thorough understanding of Jio's diverse offerings, plans, and features, confidently guiding customers and recommending suitable solutions.
- **Technical troubleshooting:** Assisting customers with technical issues related to their Jio connections, devices, and applications, offering clear explanations and effective resolutions.
- **Proactive problem-solving:** Identifying potential issues and proactively reaching out to customers to address them before they escalate, ensuring a seamless experience.

- **Upselling and cross-selling:** Educating customers about new offerings and value-added services, recommending relevant options that enhance their experience and contribute to Jio's growth.
- **Building relationships:** Developing rapport with customers, actively listening to their feedback, and going the extra mile to create a sense of trust and satisfaction.
- **Performance and targets:** Achieving individual sales and customer satisfaction targets, striving for improvement and contributing to the team's overall success.
- **Data entry and reporting:** Accurately documenting customer interactions, maintaining records, and contributing to reports that help improve customer service processes.

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Jio Careers

Skills:

- Minimum 12th standard pass or equivalent qualification (preferred).
- Excellent communication and interpersonal skills, with the ability to explain technical information in a clear and concise manner.
- Strong problem-solving and analytical skills to identify root causes of customer issues and offer effective solutions.
- Patience, empathy, and a positive attitude to handle challenging situations professionally.
- Ability to work independently and as part of a team.
- Proficient in English and Hindi (or other regional languages as required).
- Basic computer literacy with good typing speed (a plus).

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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