

Customer Officer In Swiggy – Job Seeker – Job Vacancy Near Me

Hiring organization
Swiggy

Job Location

India
Remote work from: IND

Date posted
February 1, 2024

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Valid through
31.08.2024

Base Salary

USD 15 - USD 22

APPLY NOW

Qualifications

12th/Graduate

Employment Type

Full-time

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Description

Swiggy Recruitment

Swiggy, India's leading food delivery and lifestyle platform, is searching for passionate and customer-centric Customer Officers to join our ever-growing team! In this exciting role, you'll be the first line of contact for our valued customers, ensuring their satisfaction with every order and fostering a positive brand experience. If you thrive in a fast-paced environment, possess exceptional communication skills, and are dedicated to exceeding expectations, we encourage you to apply!

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Swiggy Jobs near me

Responsibilities:

- **Be the customer hero:** Address order-related concerns, track deliveries, handle payment queries, and resolve all issues with empathy and efficiency.
- **Knowledge is power:** Stay updated on restaurant offerings, promotions, and platform functionalities to provide accurate and helpful information.
- **Master of de-escalation:** Diffuse customer frustration with active listening, problem-solving skills, and a touch of Swiggy charm.
- **Feedback facilitator:** Gather valuable customer feedback to identify areas for improvement and enhance the overall Swiggy experience.
- **Teamwork makes the dream work:** Collaborate with internal teams, including delivery partners and restaurants, to ensure smooth resolution of inquiries.

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Swiggy Careers

Skills:

- **Excellent communication skills:** Speak and write clearly, concisely, and with empathy to build rapport with customers.
- **Active listening:** Pay close attention to customer concerns and understand their needs to provide effective solutions.
- **Problem-solving and analytical skills:** Think critically, identify root causes, and propose solutions to diverse customer issues.
- **Computer proficiency:** Comfortable navigating CRM systems and internal communication tools.
- **Resilience and adaptability:** Thrive in a fast-paced environment, embrace challenges, and constantly learn and grow.

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

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