

Customer Success Associate – Free Job Alert – Zomato Job Application

Hiring organization
Zomato

Job Location

India
Remote work from: IND

Date posted
March 7, 2024

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Valid through
31.08.2024

Base Salary

USD 15 - USD 21

APPLY NOW

Qualifications

12th/Graduate

Employment Type

Full-time

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Description

Customer Success Associate

As a Help Desk Executive, you'll be the first line of defense for our hungry customers, ensuring their Zomato experience is smooth sailing. You'll tackle orders, address concerns, and navigate inquiries with empathy, efficiency, and a passion for food.

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Responsibilities:

- **Be the customer champion:** Handle incoming calls, emails, and chats, understanding and resolving customer issues related to orders, deliveries, payments, and app functionality.
- **Master of information:** Maintain comprehensive knowledge of Zomato policies, procedures, and restaurant partnerships to provide accurate and up-to-date information.
- **Problem-solving ninja:** Employ critical thinking and communication skills to de-escalate situations, find creative solutions, and ensure customer satisfaction.
- **Data detective:** Identify trends and patterns in customer inquiries to recommend improvements to processes and enhance the overall Zomato experience.
- **Team player extraordinaire:** Collaborate with internal teams, including restaurants and delivery partners, to ensure seamless resolution of customer issues.

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Zomato 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.
- **Technical proficiency:** Comfortable navigating digital tools and Zomato platform functionalities.
- **Resilience and adaptability:** Embrace challenges, quickly learn new information, and thrive in a fast-paced environment.

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