

Customer Support In Zomato – Job Change – Zomato Jobs For Freshers

Hiring organization
Zomato

Job Location

India
Remote work from: IND

Date posted
February 15, 2024

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Valid through
31.08.2024

Base Salary

USD 18 - USD 24

APPLY NOW

Qualifications

12th/Graduate

Employment Type

Full-time

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Description

Zomato Recruitment

This is your chance to become a customer champion! You'll be the first point of contact for our valued customers, addressing their inquiries, concerns, and resolving issues with empathy and a helpful hand. Your problem-solving skills, clear communication, and unwavering commitment to exceeding expectations will be key to turning frowns upside down and ensuring every foodie has a satisfying Zomato experience.

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Zomato Jobs near me

Responsibilities:

- **Be the Customer Advocate:** Respond to customer inquiries across various channels (phone, email, chat) with empathy and genuine care.
- **Resolve Issues Efficiently:** Analyze customer concerns, identify root causes, and offer timely and effective solutions, exceeding expectations.
- **Product & Service Expertise:** Gain in-depth knowledge of Zomato's offerings, policies, and procedures to provide accurate and reliable information.
- **Build Trust & Rapport:** Foster positive relationships with customers, actively listen to their feedback, and strive to build trust and loyalty.
- **Performance Champion:** Meet and exceed key performance indicators (KPIs) such as response time, resolution rate, and customer satisfaction ratings.
- **Embrace Continuous Learning:** Actively participate in training programs and stay updated on Zomato's evolving features and policies.

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Zomato Careers

Skills:

- Strong communication, interpersonal, and problem-solving skills, with fluency in English and Hindi (knowledge of additional regional languages a plus).
- Passion for the food industry and understanding of restaurant operations (a plus).
- Ability to learn new information quickly and adapt to changing situations.
- Detail-oriented and organized with a keen eye for accuracy.
- Proficient in basic computer applications (MS Office preferred).
- Ability to work independently and as part of a team in a fast-paced environment.
- Positive attitude and a strong work ethic.

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

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