GAIL Careers – Vacancy Job Alert – Jobs For Freshers For Customer Care Agent

Job Location
India
Remote work from: IN; US; AU; NZ; HK; JP; KZ; MY; SG; TW; TH; UZ; VN; AT; BY; BE; DK; FR; DE; GR; NL; RU; ES; CH; UK; GB; DZ; KW; MA; QA; SA; MX; AE; CA; GT; DO

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Base Salary
USD 18 - USD 28

Qualifications
Graduate, Post Graduate

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Employment Type
Full-time

Hiring organization
Gas Authority of India Limited

Date posted
March 26, 2024

Valid through
31.12.2024

APPLY NOW

Description

GAIL Recruitment 2024

About GAIL (Gas Authority of India Limited)

GAIL (Gas Authority of India Limited) is a Maharatna public sector undertaking under the Ministry of Petroleum and Natural Gas, Government of India. One of India's leading natural gas companies, GAIL is at the forefront of ensuring India's energy security. With a vast network of pipelines crisscrossing the nation, GAIL plays a pivotal role in transporting natural gas – a cleaner and more efficient fuel – to power homes, industries, and businesses across the country. Known for its innovation, operational excellence, and commitment to social responsibility, GAIL is an ideal place to build a rewarding career and contribute to India's growth story.

Why Join Us as a Customer Care Agent?

This is your chance to be the welcoming voice of GAIL, the first point of contact for our valued customers. In this remote position, you'll play a critical role in ensuring a seamless customer experience. You'll address customer inquiries, provide accurate information, and resolve issues promptly and professionally. As a Customer Care Agent at GAIL, you'll be part of a dynamic team, contributing to GAIL's mission of delivering reliable and efficient natural gas solutions.

Position: Customer Care Agent (Remote)

Company: GAIL (Gas Authority of India Limited)

Location: Remote (Open to applicants across India)

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Job Summary

As a Customer Care Agent, you'll be the bridge between GAIL and our customers. You'll handle a variety of customer inquiries through phone, email, and chat. Your responsibilities will include:

- Responding to customer inquiries in a timely, courteous, and professional manner
- Providing accurate and up-to-date information on GAIL's services, products, and policies
- Resolving customer issues efficiently and effectively, ensuring customer satisfaction
- Escalating complex issues to the appropriate team when necessary
- Maintaining detailed records of customer interactions
- Contributing to the continuous improvement of customer service processes

Key Responsibilities

- Actively listen to customer concerns and identify the root cause of their inquiries
- Provide clear, concise, and accurate information on GAIL's offerings
- Troubleshoot customer issues and identify solutions promptly
- Maintain a positive and professional demeanor at all times
- Document customer interactions effectively
- Adhere to company policies and procedures
- Participate in ongoing training programs to stay updated on GAIL's products and services

Required Skills and Qualifications

- Excellent communication and interpersonal skills, both written and verbal
- Ability to listen actively and understand customer concerns
- Strong problem-solving and analytical skills
- Proficiency in computer applications, including MS Office Suite
- Excellent time management and organizational skills
- Ability to work independently and as part of a team
- A positive and enthusiastic attitude

Experience

- This is an excellent opportunity for both freshers and experienced professionals. For freshers, a strong academic background, excellent communication skills, and a willingness to learn are highly desirable. For experienced candidates, a background in customer service or a related field is preferred.

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Why Join GAIL?

- **Be Part of a Growing Industry:** Natural gas is a rapidly growing sector in India, and GAIL is at the forefront of this growth. By joining GAIL, you'll be part of a company shaping the future of India's energy landscape.
- **Make a Difference:** Your work as a Customer Care Agent will directly impact customer satisfaction and contribute to GAIL's success.
- **Remote Work Opportunity:** Enjoy the flexibility and convenience of working remotely.
- **Competitive Compensation and Benefits:** GAIL offers a competitive compensation package, including health insurance, provident fund, and other employee benefits.
- **Learning and Development Opportunities:** GAIL is committed to employee development and provides opportunities for continuous learning and skill enhancement.
- **Positive Work Environment:** We foster a collaborative and supportive work environment where your contributions are valued.

Application Process

Interested candidates should submit their resume and cover letter online through the GAIL careers portal.

Join Us and Make a Difference!

We are looking for passionate and talented individuals to join our growing team. If you are a highly motivated individual with excellent communication skills and a desire to make a difference, we encourage you to apply! This is your chance to build a rewarding career with a leading company in India's energy sector.

General Overview

As a Customer Care Agent at GAIL (Gas Authority of India Limited), you'll play a vital role in ensuring a positive customer experience. This remote position offers the flexibility to work from anywhere in India. You'll be responsible for addressing customer inquiries, providing accurate information, and resolving issues promptly and professionally.

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Important Links

Find the Link in <u>Apply Now</u> Button

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