

## Swiggy Recruitment 2024 – Freshers Job – Call Center Representative Post

**Hiring organization**  
Swiggy

### Job Location

India  
Remote work from: IND

**Date posted**  
January 6, 2024

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**Valid through**  
30.06.2024

### Base Salary

USD 12,000 - USD 18,000

APPLY NOW

### Qualifications

12th/Graduate

### Employment Type

Full-time

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### Description

## Swiggy Recruitment 2024

As a Call Center Representative, you'll be the friendly voice behind every Swiggy order. You'll answer calls, emails, and chats, ensuring our hungry foodies experience seamless deliveries and mouthwatering moments.

### 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.

Important Links

Find the Link in [Apply Now](#) Button

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