



<https://targetjob.govhelp.in/job/tcs-careers-jobs-free-job-alert-customer-care-associate-in-in/>

TCS Careers Jobs – Free Job Alert – Customer Care Associate in IN

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 22 - USD 32

Qualifications

Graduate, Post Graduate Depends upon the Post you are Applying

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Employment Type

Full-time, Work From Home

Description

TCS Recruitment 2024

About TCS

Tata Consultancy Services (TCS) is a leading global IT services, consulting, and business solutions organization. They're passionate about helping businesses thrive in today's ever-changing world. As a TCS employee, you'll be part of a team that uses technology to create real-world impact.

The Position: Customer Care Associate

Are you someone who enjoys helping others and has a knack for solving problems? If so, then the Customer Care Associate role at TCS might be the perfect fit for you! In this role, you'll be the friendly face (or voice) of TCS, providing exceptional customer service to a variety of clients. You'll answer their questions, troubleshoot any issues they encounter, and ensure they have a positive experience with TCS products and services.

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What You'll Do

- Be a customer champion! This means actively listening to customers, understanding their needs, and providing them with the best possible

Hiring organization

Tata Consultancy Services

Date posted

April 15, 2024

Valid through

31.12.2024

APPLY NOW

solutions.

- Become a problem-solving pro! You'll work with customers to identify and resolve any issues they might have with TCS offerings.
- Be a master of knowledge! You'll learn about TCS products and services so you can confidently answer customer questions and provide accurate information.
- Be a team player! You'll collaborate with colleagues from different departments to ensure customers receive seamless support.
- Be a tech whiz (kind of)! While you don't need to be a coding expert, some basic computer literacy is helpful.

Qualities We're Looking For

- **Communication Rockstar:** You have excellent verbal and written communication skills. You can explain complex things in a clear and easy-to-understand way.
- **Customer Service Superstar:** You have a passion for helping others and a positive attitude. You can build rapport with customers and make them feel valued.
- **Team Player:** You enjoy working with others and are always willing to help out your teammates.
- **Learning Machine:** You're a quick learner and are eager to gain new knowledge about TCS products and services.
- **Tech-Savvy (enough):** You're comfortable using computers and navigating different software programs.

Welcome Aboard, Fresher or Experienced!

Whether you're a recent graduate or have some customer service experience under your belt, we encourage you to apply! We provide comprehensive training to help you succeed in this role, regardless of your background.

Why Join TCS? It's More Than Just a Job!

- **Make a Real Difference:** You'll be part of a team that uses technology to create positive change for businesses around the world.
- **Growth Opportunities:** TCS is a global company with a wide range of opportunities for learning and development.
- **Supportive Work Environment:** You'll be surrounded by talented and friendly colleagues who are always willing to help you succeed.
- **Competitive Benefits Package:** TCS offers a competitive salary and benefits package, including health insurance, paid time off, and retirement savings plans.

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Ready to Apply?

The application process is quick and easy! Simply visit the TCS careers website and search for "Customer Care Associate" positions.

Join the TCS Team and Become a Customer Care Champion!

TCS is a great place to work if you're looking for a challenging and rewarding career. We offer a positive work environment, opportunities for growth, and a chance to make a real difference.

General Overview

As a Customer Care Associate at TCS, you'll play a vital role in ensuring customer satisfaction. You'll be the first point of contact for many customers, and your ability to provide excellent service will be key to building strong relationships and keeping customers happy.

Your Duties and Responsibilities

- Answer customer questions about TCS products and services.
- Troubleshoot and resolve customer issues.
- Provide technical support to customers (basic level).
- Document customer interactions and track resolutions.
- Escalate complex issues to the appropriate team.
- Stay up-to-date on TCS products and services through ongoing training.
- Maintain a positive and professional demeanor at all times.

We hope this description gives you a good idea of what it's like to be a Customer Care Associate at TCS. If you're looking for a challenging and rewarding career where you can make a difference, we encourage you to apply!

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