

## VI Recruitment 2024 – Jobs Alerts – BPO Executive Post

**Hiring organization**  
Vodafone Idea Limited

### Job Location

India  
Remote work from: IND

**Date posted**  
January 3, 2024

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**Valid through**  
31.08.2024

### Base Salary

USD 18,000 - USD 21,000

APPLY NOW

### Qualifications

12th/Graduate

### Employment Type

Full-time

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### Description

## VI Recruitment 2024

As a BPO Executive at Vi, you'll be the first point of contact for our valued customers. From answering questions about bills and plans to troubleshooting technical issues, your ability to listen attentively, analyze needs, and offer solutions with a smile will be key to building trust and exceeding customer expectations.

### VI Jobs near me

#### Responsibilities:

- **Customer Champion:** Resolve customer inquiries related to billing, plans, services, and technical issues, ensuring accurate and timely assistance.
- **Communication Maestro:** Actively listen to customer concerns, ask clarifying questions, and communicate solutions clearly and empathetically.
- **Technical Detective:** Utilize diagnostic tools and troubleshoot basic technical issues, escalating complex queries to higher support teams when needed.

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### VI Careers

#### Skills:

- **Excellent communication skills:** Clear and concise written and verbal communication to effectively interact with customers and colleagues.
- **Problem-solving skills:** The ability to analyze customer issues, identify solutions, and provide helpful guidance.

- **Computer proficiency:** Proficient in using office software (MS Office Suite) and customer relationship management (CRM) systems.
- **Empathy and emotional intelligence:** The ability to connect with customers on a personal level and understand their needs and frustrations.
- **Time management and organization skills:** Adept at prioritizing tasks, meeting deadlines, and maintaining a well-organized workspace.

Important Links

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

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