zepto

https://targetjob.govhelp.in/job/zepto-careers-job-card-customer-care-agent/

Zepto Careers – Job Card – Customer Care Agent

Job Location
India
Remote work from: IND

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Base Salary
USD 14 - USD 21

Qualifications
12th/Graduate

Employment Type
Full-time

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Description

Urgent Hiring in Zepto

As a Customer Care Agent at Zepto, you'll be the first line of contact for our valued customers. You'll play a critical role in ensuring their satisfaction by addressing their inquiries, resolving issues, and providing exceptional service.

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Responsibilities:

- Respond to customer inquiries promptly and professionally via phone, email, and chat.
- Efficiently troubleshoot and resolve customer concerns related to orders, deliveries, payments, and app functionality.
- Proactively identify customer needs and offer solutions that exceed expectations.
- Maintain accurate records of customer interactions and ensure timely resolution.
- Provide clear and concise communication, fostering positive customer relationships.

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Zepto Careers

Skills:

- Excellent communication and interpersonal skills.
- Active listening and problem-solving abilities.
- Strong attention to detail and accuracy.
- Ability to work effectively in a fast-paced, dynamic environment.
- Proficiency in using computers and customer service software.

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