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Air India Jobs For Freshers – Free Job Alerts – Customer Support Posts

Hiring organization
Air India

Job Location

India

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

Date posted

March 18, 2024

Valid through

31.08.2024

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Base Salary

USD 14 - USD 25

Qualifications

Graduate, Post Graduate

Employment Type

Full-time

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Description

Air India Jobs For Freshers

About Air India

Air India, the national carrier of India, boasts a rich heritage spanning over eight decades. With a growing network and a commitment to exceptional service, Air India connects India to the world and brings the world to India. The airline is at the forefront of India's aviation industry, offering a seamless travel experience that reflects Indian warmth and hospitality. As Air India embarks on a new chapter of growth and transformation, we're seeking passionate individuals to join our team and play a vital role in elevating the customer experience.

Why Join Us as a Customer Support Specialist (Remote)?

Working remotely as a Customer Support Specialist at Air India allows you to be a part of a dynamic and evolving industry from the comfort of your own home. You'll play a critical role in ensuring our valued customers have a smooth and enjoyable travel journey. This role offers the opportunity to directly impact customer satisfaction, build brand loyalty, and contribute to Air India's success story.

Position: Remote Customer Support Specialist

Company: Air India

Location: Remote (Open to applicants worldwide)

Job Summary:

As a Customer Support Specialist, you'll be the first point of contact for our customers, providing exceptional service and support through various channels. You'll address customer inquiries, concerns, and requests related to reservations, ticketing, baggage, flight changes, and more. Your ability to navigate complex situations with empathy and a solution-oriented approach will be key.

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Air India Careers

Key Responsibilities:

- Respond promptly and professionally to customer inquiries via phone, email, and chat.
- Efficiently research and resolve customer issues related to reservations, ticketing, baggage, flight changes, and other travel needs.
- Provide clear and concise information on Air India's services, policies, and procedures.
- Process bookings, cancellations, and changes as needed, ensuring accuracy and adherence to company guidelines.
- Upsell and cross-sell Air India products and services where appropriate while maintaining a focus on customer satisfaction.
- Document interactions with customers accurately and efficiently for future reference.
- Remain up-to-date on Air India's policies, procedures, and travel industry trends.
- Escalate complex issues to the appropriate team when necessary.

Required Skills and Qualifications:

- Excellent written and verbal communication skills in English.
- Strong customer service orientation with a commitment to exceeding expectations.
- Ability to work independently and manage multiple tasks effectively.
- Excellent problem-solving and analytical skills.
- Proficient in computer skills, including Microsoft Office Suite (Word, Excel, Outlook).
- Ability to adapt to a fast-paced environment and prioritize workload effectively.
- Strong attention to detail and a commitment to accuracy.

Experience:

- While experience in the airline industry is a plus, it is not mandatory. We are open to passionate individuals with a strong customer service background and a willingness to learn.

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Air India Jobs Near Me

Why Join Air India?

- Be part of a growing and respected airline with a rich heritage.
- Make a difference by directly impacting customer satisfaction and brand loyalty.
- Enjoy the flexibility and convenience of a remote work environment.
- Gain valuable experience in the dynamic travel and hospitality industry.
- Be part of a team committed to providing exceptional customer service.
- Competitive salary and benefits package (details available upon request).
- Opportunity for professional growth and development.

Application Process:

To apply, please submit your resume and cover letter online. In your cover letter, highlight your customer service experience, skills, and why you're passionate about joining Air India's customer support team.

Join Us and Make a Difference!

At Air India, we believe in fostering a collaborative and supportive work environment where our employees feel valued and empowered. We offer a competitive compensation package and opportunities for professional development. If you're a passionate individual with a desire to provide exceptional customer service, we encourage you to join our team and help us soar to new heights!

General Overview:

This role provides a unique opportunity to work remotely for a well-established airline, contributing to customer satisfaction and brand loyalty. As a Customer Support Specialist, you'll be at the forefront of the customer experience, ensuring a smooth and enjoyable travel journey for Air India passengers.

We look forward to welcoming you to the Air India family!

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