

Asian Paints Careers – Work From Home Jobs – Customer Service Representative Posts

Hiring organization
Asian Paints

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

Date posted

September 17, 2024

Valid through

31.12.2024

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Base Salary

USD 11 - USD 22

Qualifications

12th Pass, Graduate, Post Graduate

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Employment Type

Full-time, Work From Home

Description

Job Title: Customer Service Representative – Work From Home

Job Summary

Asian Paints is seeking a highly skilled and motivated Customer Service Representative to join our team on a work-from-home basis. As a Customer Service Representative, you will be responsible for providing exceptional customer service to our valued customers via phone, email, and chat.

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Key Responsibilities

- Respond to customer inquiries and resolve issues in a timely and professional manner
- Provide accurate and helpful information to customers regarding products, services, and policies
- Utilize problem-solving skills to resolve customer complaints and concerns
- Maintain accurate records of customer interactions using our CRM system
- Meet and exceed customer service metrics, including first call resolution and customer satisfaction
- Collaborate with internal teams to resolve customer issues and improve overall customer experience
- Stay up-to-date on product knowledge and industry trends to provide informed support to customers

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Requirements

- High school diploma or equivalent required; Bachelor's degree preferred
- 1-2 years of customer service experience, preferably in a call center or remote work environment
- Excellent communication and problem-solving skills
- Ability to work independently and as part of a team
- Strong technical skills, including proficiency in Microsoft Office and CRM software
- Ability to work in a fast-paced environment and adapt to changing priorities
- Reliable internet connection and dedicated workspace for remote work

Working Conditions

- This is a full-time, work-from-home position
- Regular working hours are Monday to Friday, 9:00 am to 6:00 pm (IST)
- Occasional overtime may be required to meet business needs

What We Offer

- Competitive salary and benefits package
- Opportunities for professional growth and development
- Recognition and rewards for outstanding performance
- Collaborative and dynamic work environment

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