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Customer Care Agent – Byjus Careers – Job Vacancy in Byjus

Hiring organization
Byjus

Job Location

India
Remote work from: IND

Date posted
January 31, 2024

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Valid through
31.08.2024

Base Salary
USD 12 - USD 20

APPLY NOW

Qualifications
Graduate, 12th

Employment Type
Full-time

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Description

Customer Care Agent

As a Customer Care Agent at Byju's, you'll be the voice of our company, directly impacting the lives of students and their families. You'll play a crucial role in providing outstanding support, answer questions, and resolve concerns with empathy and professionalism.

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Byjus Careers

Responsibilities:

- **Be the voice of Byju's:** Answer and resolve student and parent inquiries via phone, email, and chat with accuracy and efficiency.
- **Build trust and relationships:** Actively listen, understand customer needs, and go the extra mile to provide exceptional service.
- **Problem-solving champion:** Effectively troubleshoot technical issues, address billing concerns, and guide customers towards optimal solutions.
- **Knowledge keeper:** Stay updated on Byju's products and services to provide accurate and timely information.
- **Data champion:** Maintain detailed records of interactions and contribute to ongoing data analysis and improvement initiatives.

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Skills:

- Excellent communication and interpersonal skills, with a focus on active listening and clear articulation.
- Strong problem-solving skills and ability to think critically under pressure.
- Proficiency in written and verbal English, with additional language skills a plus.
- Computer literacy and familiarity with CRM systems preferred.
- Positive attitude, with a passion for education and customer service.

Tags:

byjus recruitment process,byjus recruitment associate interview,byjus part time job,byjus interview,byjus part time jobs,byju's interview,byjus interview experience,byjus bda interview,byju's bda interview,byjus latest jobs,byjus interview for bda,byjus work from home job,byjus interview questions,byju's interview questions,byjus jobs,byjus,how to crack byjus interview,how to crack byju's interview,byju's zoom interview questions

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