

## Customer Care Agent – Job Vacancy Near Me – PhonePe Jobs Hiring For Freshers

**Hiring organization**  
PhonePe

### Job Location

India  
Remote work from: IND

**Date posted**  
February 13, 2024

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**Valid through**  
31.08.2024

### Base Salary

USD 10 - USD 19

APPLY NOW

### Qualifications

Graduate, 12th Pass

### Employment Type

Full-time

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### Description

## Customer Care Agent

PhonePe is India's leading digital payments platform, transforming the way people pay, recharge, invest, and manage their money. With a mission to make financial services accessible and inclusive for everyone, we're at the forefront of shaping the future of digital payments.

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## PhonePe Careers

### Responsibilities:

- Respond to customer inquiries through various channels, including phone, email, and chat, with professionalism and empathy.
- Identify and troubleshoot customer issues related to payments, transactions, account management, and other PhonePe features.
- Resolve customer issues efficiently and effectively, adhering to established guidelines and timelines.
- Escalate complex issues to the appropriate team for further investigation and resolution.
- Proactively gather feedback from customers and identify areas for improvement in our products and services.
- Maintain accurate records of customer interactions and resolutions.

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## Phonepe Jobs For Freshers

### Skills:

- Excellent communication and interpersonal skills, both written and verbal.
- Ability to actively listen and understand customer concerns.
- Problem-solving skills and ability to think critically.
- Strong technical aptitude and ability to learn new technologies quickly.
- Customer-centric approach with a focus on building trust and rapport.
- Ability to work independently and as part of a team.
- Time management and organizational skills.

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