



<https://jobable.govhelp.in/job/customer-care-associate-latest-job-zomato-vacancy-for-freshers/>

## Customer Care Associate – Latest Job – Zomato Vacancy For Freshers

**Hiring organization**  
Zomato

### Job Location

India  
Remote work from: IND

**Date posted**  
March 7, 2024

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**Valid through**  
31.08.2024

### Base Salary

USD 17 - USD 22

APPLY NOW

### Qualifications

Graduate, 12th

### Employment Type

Full-time

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### Description

## Customer Care Associate

This is an exciting opportunity for a recent graduate or someone with a few years of experience to launch a fulfilling career in customer service within a dynamic and growing industry. You'll play a vital role in resolving customer inquiries promptly and professionally, fostering positive brand perception, and contributing to Zomato's continued success.

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### Zomato Careers

#### Responsibilities:

Respond to customer inquiries via phone, email, and chat, addressing their questions and concerns regarding Zomato orders, deliveries, restaurants, and account issues.

Proactively identify customer needs and recommend solutions, ensuring a positive and efficient resolution.

Track and escalate complex issues to the appropriate teams for further assistance.

Maintain accurate records of customer interactions and provide feedback to improve Zomato's services.

Stay updated on Zomato's policies, promotions, and restaurant offerings to provide informed customer support.

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### **Zomato Jobs Near Me**

#### **Skills:**

Excellent communication and interpersonal skills, with the ability to build rapport and empathize with customers.  
Active listening skills to understand customer concerns effectively.  
Strong problem-solving skills and a commitment to finding solutions that exceed customer expectations.  
Proficiency in computer applications, including email, CRM software, and basic internet navigation.  
Ability to work independently and manage time effectively in a fast-paced environment.  
A passion for food and a keen understanding of the online food delivery landscape (a plus).

#### **Tags:**

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