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Customer Service Representative – Job Seeker – Vedantu Jobs Near Me

Hiring organization
Vedantu

Job Location

India
Remote work from: IND

Date posted

February 13, 2024

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Valid through

31.08.2024

Base Salary

USD 11 - USD 23

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Qualifications

Graduate, 12th

Employment Type

Full-time

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Description

Customer Service Representative

As a Customer Service Representative (CSR) at Vedantu, you'll be the first point of contact for our valued students, parents, and educators. You'll play a crucial role in ensuring their satisfaction by providing prompt, accurate, and empathetic support across various channels. You'll be the friendly voice that guides them through their Vedantu journey, fostering positive relationships and contributing to our mission of making quality education accessible to all.

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Vedantu Careers

Responsibilities:

- Respond promptly and professionally to student, parent, and educator inquiries via phone, email, and chat.
- Effectively troubleshoot technical issues and resolve product-related concerns.
- Provide clear and concise information about Vedantu's courses, services, and policies.
- Proactively identify and address customer needs and concerns, exceeding expectations whenever possible.
- Escalate complex issues to the appropriate team for further resolution.
- Maintain accurate records of interactions and follow up on outstanding requests.

- Contribute to continuous improvement by providing feedback and suggestions.

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Vedantu Jobs For Freshers

Skills:

- Excellent communication and interpersonal skills, both written and verbal.
- Strong problem-solving and analytical skills.
- Ability to work independently and prioritize tasks effectively.
- Proactive and detail-oriented approach.
- Adaptability and willingness to learn new technologies and processes.
- Strong empathy and customer-centric mindset.
- Excellent time management skills.
- Ability to work effectively in a fast-paced environment.

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