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Customer Service Representative – Latest Job Hiring – Zomato Job For You

Hiring organization
Zomato

Job Location

India
Remote work from: IND

Date posted
February 19, 2024

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Valid through
31.08.2024

Base Salary

USD 12 - USD 23

APPLY NOW

Qualifications

Any Graduate

Employment Type

Full-time

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Description

Customer Service Representative

As a Customer Service Representative, you will be the first point of contact for our customers. You will be responsible for handling customer inquiries, resolving complaints, and providing information about our products and services.

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Zomato Careers

Responsibilities:

- Respond to customer inquiries via phone, email, and chat.
- Resolve customer complaints or escalate them to the appropriate department.
- Provide information about products and services, take orders, and process returns.
- Maintain a high level of professionalism with customers and work to establish a positive rapport with every caller.
- Update customer information in the customer service database during and after each call.

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Skills:

- Excellent communication and interpersonal skills.
- Ability to handle stressful situations and remain calm.
- Good problem-solving and organizational skills.
- Proficiency in relevant computer applications.
- Knowledge of customer service practices and principles.

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