

Customer Service Specialist – Job Card – PhonePe Jobs Hiring For Freshers

Hiring organization
PhonePe

Job Location

India
Remote work from: IND

Date posted
February 7, 2024

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Valid through
31.08.2024

Base Salary

USD 12 - USD 21

APPLY NOW

Qualifications

Graduate, 12th Pass

Employment Type

Full-time

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Description

Customer Service Specialist

PhonePe is India's leading digital payments platform, transforming the way people pay, shop, and invest. We're a passionate team driven by innovation and committed to providing a seamless and secure experience for our millions of users. As a Customer Service Specialist, you'll play a crucial role in upholding that commitment by being the first point of contact for our valued customers.

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PhonePe Careers

Responsibilities:

- **Be the voice of PhonePe:** Answer customer queries promptly and accurately via various channels like phone, email, and chat.
- **Become a problem-solver:** Proactively identify and resolve customer issues, ensuring their satisfaction and timely resolution.
- **Go the extra mile:** Provide exceptional customer service, exceeding expectations and building lasting positive relationships.
- **Stay informed:** Keep abreast of PhonePe's latest features, policies, and procedures to provide accurate and up-to-date information.
- **Contribute to continuous improvement:** Analyze customer feedback and suggest solutions to enhance the overall customer experience.

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Phonepe Jobs For Freshers

Skills:

- **Excellent communication and interpersonal skills:** You can clearly articulate information, build rapport with customers, and handle challenging situations calmly and professionally.
- **Problem-solving and analytical skills:** You can identify the root cause of issues, think critically, and propose effective solutions.
- **Strong work ethic and a positive attitude:** You're self-motivated, adaptable, and dedicated to providing exceptional service.
- **Tech-savviness:** You're comfortable using various digital tools and platforms.
- **Ability to work in a fast-paced environment:** You can prioritize tasks effectively and manage multiple requests simultaneously.

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