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## Customer Service Specialist – New Job – Zomato Vacancy For Freshers

**Hiring organization**  
Zomato

### 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 22

APPLY NOW

### Qualifications

Graduate, 12th

### Employment Type

Full-time

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### Description

## Customer Service Specialist

As a Customer Service Specialist, you'll be the first line of contact for a wide range of customer inquiries and concerns. You'll wear many hats – problem solver, information guru, and friendly guide – all while upholding Zomato's commitment to exceptional customer service. You'll be at the heart of ensuring satisfied customers who keep coming back for more delicious experiences.

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### Zomato Careers

#### Responsibilities:

- **Be the Champion:** Respond to customer inquiries across various channels (phone, email, chat) with empathy, efficiency, and a positive attitude.
- **Resolve Issues Smoothly:** Investigate and troubleshoot customer concerns related to orders, deliveries, payments, and account management. Escalate complex issues when needed and follow up for resolution.
- **Maintain the Good Vibes:** Proactively identify and address customer feedback while ensuring a positive and friendly brand image.

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**Skills:**

- **Communication Ninja:** Excellent written and verbal communication skills with the ability to clearly explain complex issues in a friendly and professional manner.
- **Tech-Savvy:** Proficient in using computers and various software applications, including CRM systems and communication tools.
- **Always Learning:** A genuine passion for food and the food delivery industry, with a drive to stay updated on trends and technologies.
- **Empathy is Key:** The ability to understand and relate to diverse customer needs and perspectives, offering solutions with a smile.

**Tags:**

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