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Jio Mart Recruitment 2023-24 – All India Jobs – Customer Service Manager Post

Hiring organization
Jio Mart

Job Location

India
Remote work from: IND

Date posted

December 27, 2023

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Valid through

31.08.2024

Base Salary

USD 10,800 - USD 19,300

APPLY NOW

Qualifications

12th/ Graduate

Employment Type

Full-time

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Description

Jio Mart Recruitment 2023-24

We are looking for a passionate and customer-centric Customer Service Manager to join our team at Jio Mart. In this role, you will be responsible for leading and managing a team of customer service representatives, ensuring that they provide excellent service to our customers.

Jio Mart Careers

Responsibilities:

- Lead and motivate a team of customer service representatives to achieve excellent customer satisfaction ratings.
- Develop and implement customer service policies and procedures.
- Train and coach customer service representatives on Jio Mart products and services.
- Monitor and track customer service metrics, such as call handling times and resolution rates.
- Identify and resolve customer issues in a timely and efficient manner.
- Escalate complex customer issues to the appropriate team.
- Prepare reports and presentations on customer service performance.

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Jio Mart Jobs near me

Skills:

- Strong leadership and management skills
- Excellent communication and interpersonal skills
- Problem-solving and decision-making skills
- Time management and organizational skills
- Proficient in Microsoft Office Suite

Important Links Experience in the e-commerce industry (preferred) **Find the Link in [Apply Now](#) Button**

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