PhonePe Careers – All Job For You – Recruitment For Data Entry Executive

Hiring organization
PhonePe

Job Location

India
Remote work from: IN; US; AU; NZ; HK; JP; KZ; MY; SG; TW; TH; UZ; VN; AT; BY; BE; DK; FR; DE; GR; NL; RU; ES; CH; UK; GB; DZ; KW; MA; QA; SA; MX; AE; CA; GT; DO

Date posted
March 23, 2024

Valid through
31.12.2024

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Base Salary

USD 13 - USD 22

Qualifications

12th Pass, Graduate, Post Graduate

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Employment Type

Full-time

Description

PhonePe Recruitment 2024

Are you passionate about helping others and possess a strong technical background? Do you thrive in a fast-paced environment and enjoy troubleshooting complex problems? If so, then a career as a Data Entry Executive at PhonePe might be the perfect fit for you!

PhonePe Jobs Near Me

PhonePe is India's leading digital payments platform, transforming the way people pay, shop, and invest. We're a dynamic and innovative company driven by a talented team dedicated to making financial services accessible and convenient for everyone.

In this role, you'll be the first line of defense for our customers, providing exceptional technical support and ensuring a smooth user experience. You'll leverage your problem-solving skills to diagnose and resolve a wide range of customer issues, all while fostering positive relationships and building brand loyalty.

Summary

- Provide exceptional technical support to PhonePe customers via phone, email, and chat.
- Troubleshoot and diagnose a variety of customer issues related to the

PhonePe app and services.

- Clearly explain complex technical concepts in an easy-to-understand manner.
- Work collaboratively with internal teams to escalate and resolve complex issues.
- Continuously learn and stay updated on the latest PhonePe features and functionalities.
- Maintain a positive and professional demeanor while exceeding customer expectations.

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Key Responsibilities

- Respond to customer inquiries promptly and professionally through various channels (phone, email, chat).
- Actively listen to customer concerns, diagnose issues efficiently, and identify the root cause of problems.
- Research and implement solutions to resolve customer issues effectively, ensuring a positive first-call resolution rate.
- Provide clear and concise instructions to guide customers through troubleshooting steps.
- Document customer interactions thoroughly and maintain accurate records for future reference.
- Escalate complex issues to the appropriate internal teams for further investigation and resolution.
- Proactively identify recurring issues and collaborate with product development teams to improve the user experience.
- Stay up-to-date on PhonePe's features, functionalities, and policies to provide accurate and consistent information to customers.
- Continuously learn and develop your technical knowledge to stay ahead of the curve.

Required Skills and Qualifications

- Strong technical understanding of digital payments and mobile applications (a plus).
- Excellent problem-solving and analytical skills.
- Clear and concise communication skills, both written and verbal.
- Ability to actively listen, understand customer concerns, and empathize with their needs.
- Patience and a positive attitude to deal with challenging customer situations.
- Proficiency in using computers and various software applications.
- Excellent time management and organizational skills.
- A passion for providing exceptional customer service.

Experience

This role is open to both freshers and experienced candidates with a strong foundation in technical support and customer service.

- Freshers with a bachelor's degree in any discipline and a keen interest in the fintech industry are encouraged to apply.
- Experience in a customer support role or a related field (e.g., technical support, help desk) is a plus.

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Why Join PhonePe

PhonePe offers a dynamic and rewarding work environment where you can make a real difference. Here are just a few reasons why you'll love working with us:

- **Be a Part of Something Big:** Contribute to the growth of India's leading digital payments platform and revolutionize the way people manage their finances.
- **Make a Difference:** Provide exceptional customer service and empower users to navigate the world of digital payments with confidence.
- **Continuous Learning:** Develop your technical skills and knowledge by working with cutting-edge technologies and a talented team.
- **Growth Opportunities:** Pursue a rewarding career with ample opportunities for professional development and advancement within the company.
- **Positive and Collaborative Work Culture:** Work in a supportive and inclusive environment where your ideas are valued and your contributions are celebrated.
- **Competitive Compensation and Benefits:** Enjoy a competitive salary package, comprehensive health insurance, and attractive employee benefits.

Application Process

If you're a passionate and technically savvy individual who thrives in a fast-paced environment, we encourage you to apply! Submit your resume and cover letter online to be considered for this exciting opportunity.

Join PhonePe and Help Us Shape the Future of Digital Payments!

In conclusion, this role at PhonePe offers a unique opportunity to combine your technical expertise with your passion for customer service. You'll play a vital role in ensuring a seamless user experience for our customers, while contributing to the continued growth and success of India's leading digital payments platform.

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Important Links

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