

PhonePe Careers - Jobs - Jobs Near Me - Customer Service

Hiring organization
PhonePe

Job Location

India
Remote work from: IN

Date posted
April 8, 2024

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Valid through
31.12.2024

Base Salary

USD 11 - USD 22

APPLY NOW

Qualifications

12th Pass, Graduate

Employment Type

Full-time

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Description

PhonePe Recruitment

We're looking for passionate and customer-centric individuals to join our vibrant Customer Service team. You'll be the first point of contact for our users, addressing their queries, resolving issues, and ensuring they have a smooth experience with the PhonePe app.

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PhonePe Careers

Responsibilities:

- Provide prompt, courteous, and efficient customer service through phone, email, and chat channels.
- Actively listen to customer concerns, understand their needs, and offer clear and accurate resolutions.
- Troubleshoot technical issues and guide users through the PhonePe app functionalities.
- Maintain a positive and professional demeanor while adhering to service level agreements (SLAs).
- Stay updated on the latest PhonePe features, policies, and procedures.
- Document customer interactions and escalate complex issues when necessary.
- Contribute to a positive and collaborative team environment.

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Phonepe Jobs For Freshers

Skills and Qualifications:

- Excellent communication and interpersonal skills, both written and verbal.
- Ability to actively listen, understand customer concerns, and provide empathetic support.
- Strong problem-solving and analytical skills to resolve customer issues effectively.
- Proficiency in using computers and navigating various software programs.
- A positive and enthusiastic attitude with a commitment to continuous learning.
- Prior experience in customer service (a plus, but not mandatory).

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