

<https://jobable.govhelp.in/job/tcs-career-work-from-home-jobs-customer-care-executive/>

TCS Career – Work From Home Jobs – Customer Care Executive

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

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Base Salary

USD 15 - USD 30

Qualifications

Graduate, Post Graduate

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Employment Type

Full-time, Work From Home

Description

Job Title: Customer Care Executive – Work From Home

Job Summary:

The Customer Care Executive will be responsible for providing exceptional customer service to clients via phone, email, and chat, resolving their queries and concerns in a timely and professional manner, while working from the comfort of their own home.

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Key Responsibilities:

Customer Service

- Respond to customer inquiries and resolve issues via phone, email, and chat in a timely and professional manner
- Provide accurate and timely information to customers regarding products and services
- Resolve customer complaints and concerns in a fair and satisfactory manner

Hiring organization

Tata Consultancy Services

Date posted

September 17, 2024

Valid through

31.12.2024

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Communication

- Communicate effectively with customers, internal teams, and management to ensure seamless issue resolution
- Maintain accurate records of customer interactions using CRM software

Problem-Solving

- Troubleshoot and resolve customer issues using problem-solving skills and knowledge of products and services
- Escalate complex issues to senior team members or specialized teams as necessary

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Quality and Compliance

- Adhere to quality and compliance standards, ensuring all customer interactions meet company guidelines
- Participate in quality improvement initiatives to enhance customer experience

Requirements:

Education

- Bachelor's degree in any discipline

Experience

- Minimum 1-2 years of experience in customer service or a related field

Skills

- Excellent communication and problem-solving skills
- Ability to work independently in a fast-paced environment
- Strong customer service skills and a customer-centric approach
- Basic computer skills and familiarity with CRM software

Work Environment

- Work from home setup with a reliable internet connection and a quiet workspace
- Ability to work in a flexible schedule, including evenings and weekends

What We Offer:

- Competitive salary and benefits package
- Opportunities for career growth and professional development
- Flexible work arrangements and a comfortable work-from-home environment

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