

Unilever Recruitment 2024 – Job Search – Call Center Representative Post

Hiring organization
Unilever

Job Location

India
Remote work from: IND

Date posted
January 6, 2024

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Valid through
31.08.2024

Base Salary

USD 10,200 - USD 17,900

APPLY NOW

Qualifications

12th/ Graduate

Employment Type

Full-time

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Description

Unilever Recruitment 2024

As a Call Center Representative at Unilever, you'll be a true brand ambassador. You'll be the friendly voice on the other end of the line, answering customer inquiries, resolving concerns, and building positive relationships. This is a role for someone who thrives in a fast-paced environment, enjoys connecting with people, and takes pride in exceeding expectations.

Unilever Careers

Responsibilities:

- Answer incoming calls from customers regarding Unilever products and services.
- Effectively address customer inquiries related to billing, technical issues, product information, and general knowledge.
- Actively listen to customer concerns, empathize with their needs, and offer helpful solutions.
- De-escalate challenging situations with patience, diplomacy, and a positive attitude.
- Provide accurate and up-to-date information about Unilever products and promotions.
- Document customer interactions and accurately log call details.
- Strive to exceed customer expectations and build lasting brand loyalty.
- Contribute to a positive and supportive team environment.

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Unilever Jobs near me

Skills:

- Excellent verbal and written communication skills.
- Active listening and problem-solving abilities.
- Strong empathy and emotional intelligence.
- Proficiency in using customer relationship management (CRM) systems.
- Time management and organizational skills.
- Ability to work independently and as part of a team.
- Computer literacy and proficiency in basic software applications.
- A passion for Unilever's brands and a commitment to delivering exceptional customer service.

Important Links**Find the Link in [Apply Now](#) Button**

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