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Airtel Latest Opportunity – All Jobs For You – Customer Support Job Seeker

Hiring organization
Airtel

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 26, 2024

Valid through
31.08.2024

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Base Salary

USD 15 - USD 21

Qualifications

12th Passed/Graduate

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Employment Type

Full-time

Description

Airtel Recruitment 2024: Customer Support Specialist

Are you passionate about providing exceptional customer service? Do you thrive in a fast-paced environment where you can make a real difference? If so, then a career as a Customer Support Specialist at Airtel might be the perfect fit for you!

Why Join Airtel?

Airtel is a leading telecommunications provider in India, with a mission to deliver innovative and reliable connectivity solutions to millions of customers. As a Customer Support Specialist, you'll play a vital role in this mission by ensuring a positive and seamless experience for every Airtel subscriber.

Job Description

We're looking for a dedicated and resourceful individual to join our growing customer support team. In this remote role, you'll be the first point of contact for our customers, providing technical assistance, troubleshooting issues, and resolving inquiries related to our mobile services, broadband plans, and other offerings.

Summary

- Provide exceptional customer service through various channels (phone,

email, chat)

- Troubleshoot technical issues and answer customer queries in a timely and accurate manner
- Uphold company policies and procedures while ensuring customer satisfaction
- Contribute to a positive and supportive team environment

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Airtel Jobs Near Me

This remote position allows you to work from the comfort of your home, offering a flexible schedule and a healthy work-life balance. We're searching for talented individuals across India who are passionate about customer service and eager to contribute to Airtel's continued success.

Key Responsibilities

- Respond to customer inquiries via phone, email, and chat in a professional and courteous manner
- Accurately diagnose and troubleshoot technical problems related to mobile services, broadband, and other Airtel products
- Provide clear and concise explanations to customers, ensuring they understand the resolution
- Research and escalate complex issues to the appropriate team when necessary
- Maintain accurate records of customer interactions and update account information
- Adhere to company policies and procedures while prioritizing customer satisfaction
- Identify and report trends in customer inquiries to improve service delivery

Required Skills and Qualifications

- Excellent communication and interpersonal skills
- Strong problem-solving and analytical abilities
- Ability to work independently and as part of a team
- Proficient in computer skills, including Microsoft Office Suite
- Experience with customer service software a plus
- A genuine passion for providing exceptional customer service

Experience

- We welcome applications from both freshers and experienced individuals.
- For freshers, a strong academic background, excellent communication skills, and a willingness to learn are highly valued.
- For experienced individuals, a minimum of 1 year of experience in customer service or a related field is preferred.

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Benefits and Work Environment

- Competitive salary and benefits package
- Opportunity for professional growth and development
- Work from home with a flexible schedule
- Positive and supportive team environment
- Be part of a leading telecommunications company in India

Application Process

To apply, please submit your resume and a cover letter outlining your qualifications and interest in the position.

Join Us and Make a Difference!

At Airtel, we believe in our employees and empower them to make a real difference. If you're a passionate and dedicated individual who thrives in a fast-paced environment, we encourage you to apply!

General Overview

This role offers an exciting opportunity to join a leading telecommunications company and make a positive impact on the lives of millions of customers. As a Customer Support Specialist, you'll be the face of Airtel, providing exceptional service and ensuring customer satisfaction. We offer a competitive compensation package, a flexible work environment, and the chance to be part of a dynamic and growing team.

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