

Customer Care Agent Job - Private Jobs - Bharatpe Latest Jobs

Hiring organization
Bharatpe

Job Location

India
Remote work from: IND

Date posted
January 23, 2024

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Valid through
31.08.2024

Base Salary

USD 14 - USD 29

APPLY NOW

Qualifications

12th Passed

Employment Type

Full-time

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Description

Customer Care Agent Job

As a Customer Care Agent at BharatPe, you'll be the friendly voice and helping hand for our valued merchants. You'll be the first point of contact, addressing their queries, resolving issues, and ensuring their seamless experience with our platform. You'll play a crucial role in building trust and fostering long-term relationships with our merchant base, contributing directly to BharatPe's success.

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Bharatpe Careers

Responsibilities:

- **Become the Merchant Champion:** Provide prompt, accurate, and courteous support to merchants across various channels (phone, email, chat).
- **Problem-Solving Prowess:** Effectively troubleshoot technical issues and resolve merchant concerns related to payments, loans, investments, and other offerings.
- **Building Trust & Relationships:** Foster positive relationships with merchants, actively listen to their needs, and go the extra mile to exceed expectations.

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Skills & Qualifications:

- Excellent communication and interpersonal skills, with the ability to build

rapport and explain complex concepts clearly.

- Strong problem-solving and analytical abilities, with a knack for finding quick and effective solutions.
- Proficiency in Hindi and English (written and verbal) is mandatory.
- Graduation in any discipline is preferred.

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