

Customer Service Specialist Job – Job Search – Bharatpe Latest Jobs

Hiring organization
Bharatpe

Job Location

India
Remote work from: IND

Date posted
February 2, 2024

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Valid through
31.08.2024

Base Salary

USD 14 - USD 29

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Qualifications

12th Passed

Employment Type

Full-time

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Description

Customer Service Specialist Job

As a Customer Service Specialist, you'll be the first line of contact for our valued merchants, providing exceptional support and ensuring their smooth experience with our platform. You'll be responsible for troubleshooting technical issues, answering inquiries, resolving complaints, and going the extra mile to exceed customer expectations.

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Bharatpe Careers

Responsibilities:

- Provide prompt and accurate support to merchants via phone, email, and chat.
- Troubleshoot technical issues related to the BharatPe app, QR codes, and other products.
- Answer merchant inquiries about features, transactions, and account management.
- Resolve customer complaints efficiently and professionally, ensuring their satisfaction.
- Proactively identify and escalate complex issues to the relevant teams.
- Contribute to maintaining and improving the knowledge base and FAQs.
- Stay up-to-date on new features and product updates to provide accurate information to merchants.

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Skills:

- Excellent communication and interpersonal skills, both written and verbal.
- Ability to listen actively and empathize with customer concerns.
- Problem-solving skills with a focus on finding solutions.
- Strong technical aptitude and ability to learn new technologies quickly.
- Customer-centric approach with a commitment to exceeding expectations.
- Proficiency in English and Hindi (additional languages a plus).

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