

Customer Service Supervisor Job – Job Card – Bharatpe Job Change

Hiring organization
Bharatpe

Job Location

India
Remote work from: IND

Date posted

February 16, 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 Supervisor Job

BharatPe is a leading FinTech platform empowering millions of merchants and individuals across India. We offer a diverse range of financial solutions, including digital payments, merchant loans, and consumer investments. We're on a mission to democratize access to financial services and make them simpler, faster, and more affordable for everyone.

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Bharatpe Careers

Responsibilities:

- Lead and manage a team of customer service representatives, providing coaching, feedback, and performance reviews.
- Resolve complex customer inquiries and complaints, ensuring timely and effective resolution.
- Identify and escalate critical issues to the appropriate teams for further action.
- Monitor key performance indicators (KPIs) related to customer satisfaction and identify areas for improvement.
- Implement new processes and procedures to enhance customer service efficiency.
- Stay updated on BharatPe's products and services, training your team to provide accurate and insightful information to customers.

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Skills & Qualifications:

- Minimum 2-3 years of experience in a customer service supervisory role.
- Strong leadership and communication skills, both written and verbal.
- Excellent problem-solving and analytical skills.
- Ability to work effectively in a fast-paced and dynamic environment.
- Proficiency in Microsoft Office Suite.
- Passion for the FinTech industry and a strong understanding of financial services.

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