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Jio All India Jobs – Latest Jobs – Job Card For Customer Service Manager Posts

Hiring organization
Jio

Job Location

India
Remote work from: IND

Date posted

February 16, 2024

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Valid through

31.08.2024

Base Salary

USD 12 - USD 24

APPLY NOW

Qualifications

12th Passed

Employment Type

Full-time

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Description

Jio All India Jobs

Reliance Jio Infocomm Limited, popularly known as Jio, is a leading Indian telecommunications company providing mobile broadband and digital services. As a Customer Service Manager at Jio, you'll play a crucial role in ensuring customer satisfaction and loyalty, contributing to the company's continued success.

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Jio Careers

Responsibilities:

- **Lead and manage a team of customer service representatives:** Provide coaching, mentorship, and performance feedback to optimize team performance and achieve customer service goals.
- **Resolve customer inquiries and complaints:** Actively listen to customers, understand their concerns, and provide timely and effective solutions, exceeding expectations whenever possible.
- **Drive customer retention and satisfaction:** Proactively identify and address customer needs, build positive relationships, and implement initiatives to enhance customer loyalty.
- **Analyze customer feedback and data:** Identify trends and patterns in customer interactions, recommend process improvements, and contribute to the development of customer-centric strategies.
- **Maintain high service quality standards:** Ensure adherence to company

policies and procedures, monitor key performance indicators (KPIs), and continuously strive for service excellence.

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Jio Jobs Near Me

Skills:

- Strong leadership and communication skills with the ability to motivate and inspire a team.
- Excellent problem-solving and analytical skills to identify and resolve complex customer issues.
- In-depth knowledge of Jio products, services, and policies.
- Exceptional customer service skills with a focus on building rapport and exceeding expectations.
- Proficient in using customer relationship management (CRM) software and other relevant tools.
- Ability to work effectively in a fast-paced, dynamic environment and handle pressure situations.

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