



<https://jobroll.govhelp.in/job/jio-recruitment-jio-job-change-customer-care-agent-post/>

## Jio Recruitment – Jio Job Change – Customer Care Agent Post

### 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; DZ; KW; MA; QA; SA; MX; AE; CA; GT; DO

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### Base Salary

USD 13 - USD 22

### Qualifications

12th Passed

### Employment Type

Full-time

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### Description

## Jio Recruitment 2024

### About Jio

Reliance Jio Infocomm Limited, commonly known as Jio, is a revolutionary force in the Indian telecom industry. We're a young and vibrant company with a mission to make India the digital leader of the world. We've achieved phenomenal growth in a short span, empowering millions with affordable and high-speed internet connectivity.

### Why Join Us as a Customer Care Agent?

This is your chance to be at the forefront of India's digital transformation! As a Customer Care Agent at Jio, you'll play a vital role in ensuring a seamless and delightful experience for our millions of customers. You'll be the friendly voice that guides them through our services, resolves their concerns, and leaves them feeling empowered.

### The Position: Customer Care Agent (Remote)

Jio is looking for passionate and tech-savvy individuals to join our growing customer care team, and the best part? This role is 100% remote! You can work from the comfort of your home, anywhere in India, as long as you have a stable internet connection.

### Hiring organization

Jio

### Date posted

March 19, 2024

### Valid through

31.08.2024

APPLY NOW

## Job Summary

As a Customer Care Agent, you'll be the first point of contact for our valued customers. You'll address their inquiries related to our mobile and broadband services, data plans, recharges, billing, and technical issues. Your job is to actively listen to their concerns, provide accurate information and solutions, and ensure their satisfaction.

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## Jio Careers

### Key Responsibilities

- Be a master communicator! Effectively handle customer inquiries through phone calls, emails, and chat.
- Be a problem-solver! Diagnose and troubleshoot technical issues related to Jio services.
- Be a product expert! Stay up-to-date on Jio's latest offerings and provide informed guidance to customers.
- Be a relationship builder! Build rapport with customers, address their concerns with empathy, and ensure a positive experience.
- Be a data whiz! Accurately document customer interactions and maintain detailed records.
- Be a team player! Collaborate with colleagues to resolve complex issues and achieve team goals.

### Required Skills and Qualifications

- Excellent communication and interpersonal skills, both written and verbal.
- Ability to actively listen, understand customer concerns, and provide clear explanations.
- Strong problem-solving and analytical skills to troubleshoot technical issues.
- A passion for technology and a keen interest in learning about Jio's products and services.
- Proficiency in computer applications, including MS Office Suite.
- Ability to work independently and as part of a team in a fast-paced environment.
- Minimum qualification of 10+2 or equivalent. Freshers with a positive attitude and a willingness to learn are welcome to apply!

### Experience (Fresher or Experienced)

We welcome both freshers and experienced candidates. For freshers, we offer comprehensive training to equip you with the knowledge and skills to excel in this role. Experienced customer care agents can leverage their expertise to hit the ground running and contribute significantly to our team.

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## Jio Jobs Near Me

### Why Join Jio?

- **Be a Part of Something Big:** Contribute to Jio's mission of digitally transforming India.
- **Growth and Development:** We invest in your growth! We offer comprehensive training programs, career development opportunities, and a chance to learn from industry leaders.
- **Positive and Collaborative Work Environment:** We foster a culture of teamwork, respect, and open communication.
- **Competitive Compensation and Benefits:** Enjoy an attractive salary package with health insurance, paid leaves, and other employee benefits.
- **Work-Life Balance:** Our remote work policy allows you to manage your professional and personal life effectively.

### Application Process

Ready to embark on your exciting journey with Jio? Apply now by submitting your resume online!

### Join the Jio Family!

This is more than just a job; it's an opportunity to be a part of a revolution. As a Customer Care Agent at Jio, you'll play a pivotal role in shaping the digital future of India. We're looking for passionate individuals who are eager to learn, grow, and make a difference.

### General Overview

If you're a people person with a knack for technology and a desire to make a positive impact, then this role is perfect for you! We offer a dynamic and rewarding work environment where you can learn, grow, and contribute to India's digital journey. So, what are you waiting for? Apply now and join the Jio family!

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**Important Links**

**Find the Link in [Apply Now](#) Button**

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