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Jio Recruitment – Jio Job Change – Customer Care Executive Post

Hiring organization
Jio

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

Date posted

March 18, 2024

Valid through

31.08.2024

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Base Salary

USD 12 - USD 21

Qualifications

12th Passed

Employment Type

Full-time

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Description

Jio Recruitment 2024

About Jio

Reliance Jio Infocomm Limited, simply known as Jio, is a household name in India, revolutionizing the telecom industry with its affordable and high-speed data services. As a subsidiary of Reliance Industries, Jio boasts a massive customer base and is at the forefront of technological innovation.

Why Join Us as a Customer Care Executive (Remote)?

Imagine a career where you can make a real difference. As a Customer Care Executive at Jio, you'll be the friendly voice and helping hand for millions of Jio subscribers across India. You'll play a pivotal role in ensuring a seamless and positive experience for our customers, fostering brand loyalty, and propelling Jio's continued success.

This remote position offers the flexibility to work from the comfort of your home, allowing you to craft a work-life balance that suits your needs. Additionally, you'll gain valuable experience in the dynamic telecom industry, develop exceptional communication skills, and become part of a fast-paced and rewarding environment.

The Position

We're seeking a passionate and customer-centric individual to join our vibrant

Customer Care team. In this remote role, you'll be the first point of contact for Jio customers, addressing their inquiries and concerns regarding our services, plans, billing, and technical issues.

Job Summary

- Provide exceptional customer service through various communication channels (phone, email, chat)
- Actively listen to customer concerns, diagnose issues, and offer timely and accurate solutions
- Uphold company policies and procedures while ensuring customer satisfaction
- Proactively educate customers about Jio products and services, promoting upselling and cross-selling opportunities
- Maintain detailed records of customer interactions and escalate complex issues as needed
- Strive to continuously improve your knowledge and expertise of Jio offerings
- Contribute to a positive and collaborative team environment

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Jio Careers

Key Responsibilities

- Effectively handle a high volume of customer inquiries via phone, email, and chat
- Demonstrate strong problem-solving skills to identify and resolve customer issues efficiently
- Maintain a positive and professional demeanor throughout all interactions
- Clearly explain Jio plans, tariffs, and technical aspects to customers in a way that is easy to understand
- Adhere to all company policies, procedures, and data privacy regulations
- Work collaboratively with internal teams to ensure seamless customer service
- Actively seek feedback from customers to identify areas for improvement

Required Skills and Qualifications

- Excellent communication and interpersonal skills, both written and verbal
- Ability to actively listen, understand customer concerns, and provide empathetic support
- Strong problem-solving and analytical skills with a focus on finding solutions
- Proficiency in computer applications, including MS Office Suite and CRM software (a plus)
- Ability to work independently and as part of a team in a fast-paced environment
- Excellent time management skills with the ability to prioritize tasks and meet deadlines
- A positive and enthusiastic attitude with a dedication to exceeding customer expectations

Experience

- While experience in the telecom industry is a plus, we are open to enthusiastic and quick learners with strong communication skills. Freshers with a passion for customer service are highly encouraged to apply.

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Jio Jobs Near Me

Why Join Jio?

- **Growth Opportunities:** Jio is a dynamic company at the forefront of the telecom revolution. As a Customer Care Executive, you'll have the opportunity to grow your career alongside the company, with potential for advancement within the Customer Service department or even exploring other departments at Jio.
- **Competitive Compensation and Benefits:** Jio offers a competitive compensation package that includes a base salary, performance-based incentives, and a comprehensive benefits package covering health insurance, paid time off, and other perks.
- **Remote Work Flexibility:** Enjoy the flexibility of working from the comfort of your home, allowing you to design a work-life balance that suits your needs.
- **Positive and Collaborative Work Environment:** We foster a culture of teamwork, support, and continuous learning. You'll be surrounded by passionate individuals who are dedicated to delivering exceptional customer service.
- **Be Part of Something Big:** Make a real impact by contributing to Jio's success and providing exceptional customer service to millions of subscribers across India.

Application Process

To apply, please submit your resume and a cover letter highlighting your skills and experience. We look forward to hearing from you!

Join Us and Make a Difference!

We're seeking a passionate and dedicated individual to join our growing team. If you're excited about customer service, possess excellent communication skills, and thrive in a fast-paced environment, we encourage you to apply! As a Customer Care Executive at Jio, you'll play a vital role in shaping customer experiences and propelling Jio's continued success.

General Overview

This remote Customer Care Executive position offers a unique opportunity to

combine your passion for customer service with the chance to work for a leading telecom company in India. You'll

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