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Maruti Suzuki Jobs – Job Card – Call Center Representative Freshers Jobs

Hiring organization
Maruti Suzuki

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

Date posted

March 21, 2024

Valid through

31.12.2024

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Base Salary

USD 13 - USD 22

Qualifications

12th Pass, Graduate, Post Graduate

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Employment Type

Full-time

Description

Maruti Suzuki Recruitment 2024

Do you have a passion for exceptional customer service and a desire to join a leading automotive brand? If so, then a career as a Call Center Representative at Maruti Suzuki could be the perfect opportunity for you!

Maruti Suzuki Jobs Near Me

Maruti Suzuki, India's largest car manufacturer, is searching for talented and dedicated individuals to join our growing team. In this role, you'll play a vital role in providing exceptional customer support, ensuring a positive experience for every caller.

Summary

As a Call Center Representative at Maruti Suzuki, you'll be the first point of contact for our valued customers. You'll answer a high volume of inbound calls, addressing inquiries about our vehicles, services, and ownership experience. Your proactive approach and problem-solving skills will be essential in resolving customer concerns efficiently and professionally.

This position offers an exciting opportunity to build a rewarding career with a stable and growing organization. You'll gain valuable experience in the automotive industry while developing your communication and customer service expertise.

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Key Responsibilities

- Respond to a high volume of inbound customer calls in a timely and courteous manner.
- Actively listen to customer concerns, identify their needs, and gather relevant information.
- Provide accurate and up-to-date information about Maruti Suzuki vehicles, services, and ownership experience.
- Effectively troubleshoot customer issues, research solutions, and implement resolutions to ensure customer satisfaction.
- Upsell and cross-sell relevant products and services when appropriate.
- Document all customer interactions and calls accurately and efficiently in our CRM system.
- Maintain a positive and professional demeanor at all times, fostering strong customer relationships.
- Adhere to all company policies and procedures.

Required Skills and Qualifications

- Excellent communication and interpersonal skills, both written and verbal.
- Strong active listening and problem-solving abilities.
- Ability to work effectively in a fast-paced and dynamic environment.
- Proficient in computer skills, including data entry and CRM software.
- A genuine passion for customer service and a commitment to exceeding expectations.
- A valid passport for potential overseas travel opportunities (desirable).

Experience

This role is open to both freshers and experienced candidates. For freshers, a strong academic background, excellent communication skills, and a willingness to learn are essential. Experienced candidates with prior call center experience in the automotive industry will be given preference.

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Why Join Maruti Suzuki

Maruti Suzuki offers a dynamic and rewarding work environment where you can make a real difference. As a valued member of our team, you'll enjoy:

- Competitive salary and benefits package.
- Opportunities for professional development and growth.
- A stable and secure career path with a leading automotive brand.
- A positive and collaborative work environment.
- The opportunity to contribute to the success of a company that is shaping the future of mobility in India.

Application Process

To apply for this exciting opportunity, please submit your resume and cover letter online. In your cover letter, please highlight your relevant skills and experience, and explain why you're interested in joining Maruti Suzuki.

Join Us and Make a Difference!

At Maruti Suzuki, we're committed to building a team of passionate and talented individuals who share our vision. If you're ready to embark on a rewarding career with a leading automotive brand, we encourage you to apply today!

General Overview

This job description provides a comprehensive overview of the Call Center Representative position at Maruti Suzuki. It highlights the key responsibilities, required skills and qualifications, experience requirements, and the many benefits of joining our team. We look forward to receiving your application!

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