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PhonePe Private Job – Job Application – Vacancy Hiring For Call Center Representative

Hiring organization
PhonePe

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 23, 2024

Valid through

31.12.2024

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Base Salary

USD 13 - USD 25

Qualifications

12th Pass, Graduate

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Employment Type

Full-time

Description

PhonePe Jobs Near Me

At PhonePe, we're on a mission to revolutionize the way India transacts. We're a leading fintech company offering a wide range of digital payment solutions, helping millions of users across the country manage their finances with ease. As a Call Center Representative, you'll be the friendly voice on the other end of the line, providing exceptional customer service and support to our ever-growing user base.

Summary

This is a remote position, so you can contribute to our team from the comfort of your own home! In this role, you'll be responsible for fielding a high volume of inbound customer calls, addressing inquiries, and resolving issues related to our digital payment platform. You'll play a critical role in ensuring a positive customer experience, fostering trust and loyalty for the PhonePe brand.

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Key Responsibilities

- Answer a high volume of inbound calls from PhonePe users in a timely and professional manner.
- Actively listen to customer concerns, identify the root cause of issues, and provide clear and concise solutions.

- Leverage your knowledge of PhonePe products and services to answer customer questions accurately and efficiently.
- Research and troubleshoot technical problems related to the PhonePe app and platform.
- Follow established procedures to escalate unresolved issues to the appropriate team.
- Document all customer interactions accurately and efficiently in our internal CRM system.
- Proactively identify upselling opportunities and recommend additional PhonePe products and services that meet customer needs.
- Maintain a positive and professional demeanor at all times, fostering a sense of trust and building rapport with customers.
- Adhere to all company policies and procedures.

Required Skills and Qualifications

- Excellent verbal and written communication skills in English and Hindi.
- Active listening skills and the ability to understand customer concerns effectively.
- Strong problem-solving skills and the ability to think critically.
- A customer-centric approach with a focus on exceeding expectations.
- Proficiency in using computers and a willingness to learn new software programs.
- The ability to work independently while also being a team player.
- A positive and enthusiastic attitude.

Experience

- We welcome both freshers and experienced candidates with a passion for customer service.
- For experienced candidates, prior experience in a call center environment or related customer service role is a plus.

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Why Join PhonePe?

As a Call Center Representative at PhonePe, you'll be more than just a customer service agent. You'll be a vital member of our team, playing a key role in shaping the customer experience for millions of users. Here are just a few reasons why you'll love working at PhonePe:

- **Make a Difference:** You'll have the opportunity to directly impact the lives

of our customers by providing exceptional support and helping them navigate the world of digital payments.

- **Growth and Development:** We offer a dynamic work environment with opportunities for professional growth and development. You'll have access to ongoing training programs and mentorship opportunities to help you hone your skills and advance your career.
- **Competitive Benefits Package:** We offer a comprehensive benefits package that includes competitive salary, health insurance, paid time off, and other perks.
- **Remote Work:** Enjoy the flexibility and convenience of working from the comfort of your own home.
- **Positive and Collaborative Work Environment:** We foster a culture of teamwork, collaboration, and mutual respect. You'll be surrounded by talented and passionate individuals who are all dedicated to our mission.

Application Process

If you're ready to embark on a rewarding career at PhonePe, we encourage you to apply! Simply submit your resume and cover letter online.

We look forward to hearing from you!

In Conclusion

A career as a Call Center Representative at PhonePe is more than just a job; it's an opportunity to make a real difference. If you're passionate about customer service, have a knack for problem-solving, and are eager to contribute to a growing and dynamic company, then we encourage you to apply today!

Join PhonePe and help us revolutionize the way India transacts!

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Important Links

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

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