PhonePe

Phonepe Recruitment 2024 – Fast Job – Customer Service Post

Hiring organization
Phonepe

Date posted
December 29, 2023

Valid through
31.08.2024

APPLY NOW

Job Location
India
Remote work from: IND

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Base Salary
USD 11,500 - USD 18,000

Qualifications
Graduate, 12th

Employment Type
Full-time

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Description

Phonepe Recruitment 2024

PhonePe, India's leading digital payments platform, is seeking a passionate and customer-centric individual to join our team as a Customer Service Specialist. As a Customer Service Specialist, you will play a crucial role in ensuring our customers receive exceptional service at every touchpoint. You will be responsible for handling customer inquiries, resolving issues promptly and professionally, and contributing to a positive customer experience.

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Phonepe Jobs Near Me

Responsibilities:

- Handle customer inquiries via phone, email, and social media promptly and professionally
- Resolve customer issues related to payments, transactions, app functionality, and general inquiries
- Provide accurate and up-to-date information on PhonePe's products, policies, and procedures
- Escalate complex issues to supervisors or relevant departments for timely resolution
- Maintain a positive and empathetic attitude throughout customer interactions
- Contribute to building and maintaining customer loyalty
- Adhere to company policies, procedures, and service standards

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Phonepe Careers

Skills:

- Excellent communication and interpersonal skills
- Ability to build rapport and establish trust with customers
- Strong problem-solving and analytical skills
- Ability to handle multiple inquiries simultaneously and prioritize tasks effectively
- Proficient in Microsoft Office Suite and customer service software applications
- Ability to work independently and as part of a team
- Patience and understanding under pressure
- Commitment to providing exceptional customer service

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

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