



<https://jobroll.govhelp.in/job/phonepe-recruitment-2024-freshers-jobs-customer-support-post/>

Phonepe Recruitment 2024 – Freshers Jobs – Customer Support Post

Hiring organization
Phonepe

Job Location

India
Remote work from: IND

Date posted
January 8, 2024

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Valid through
31.08.2024

Base Salary

USD 11,600 - USD 18,100

APPLY NOW

Qualifications

Graduate, 12th

Employment Type

Full-time

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Description

Phonepe Recruitment 2024

In this dynamic role, you'll be the frontline face of PhonePe, providing exceptional support to our users across various channels, including phone, chat, and email. You'll be the go-to person for resolving their queries, addressing concerns, and ensuring a smooth and positive experience with the PhonePe app.

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Phonepe Jobs Near Me

Responsibilities:

- Provide prompt and accurate assistance to users regarding app features, transactions, account issues, and other concerns.
- Actively listen to user needs, identify problems, and offer efficient solutions.
- Maintain a positive and professional demeanor while interacting with users, even in challenging situations.
- Escalate complex issues to the appropriate teams for further resolution.
- Document and update customer support knowledge base to improve future interactions.
- Stay updated on new features and policies to provide accurate information to users.

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Phonepe Careers

Skills:

- Excellent communication and interpersonal skills, with the ability to build rapport and trust with users.
- Strong problem-solving and analytical skills to identify and resolve customer issues efficiently.
- Proficiency in written and verbal English is essential. Hindi or other Indian languages are a plus.
- Ability to work independently and as part of a team in a fast-paced environment.

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

Strong computer skills and proficiency in using support tools and software.

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