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PwC Careers – Job Change – Remote Jobs Customer Care Executive

Hiring organization
PricewaterhouseCoopers

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 28, 2024

Valid through
31.08.2024

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Base Salary

USD 16 - USD 23

Qualifications

Graduate, Post Graduate

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Employment Type

Full-time

Description

PwC Recruitment 2024

Do you thrive on building relationships and providing exceptional service? Are you passionate about helping others and finding solutions to their problems? If so, then a career as a Customer Care Executive at PwC could be the perfect fit for you!

PwC Jobs Near Me

PwC is a leading global network of firms providing audit, tax, and consulting services. We're a multinational professional services network with a network of firms in 157 countries and territories and more than 295,000 people.

In this role, you'll be the first point of contact for our valued clients, providing them with exceptional support and ensuring their needs are met promptly and efficiently. You'll play a vital role in building and maintaining positive relationships, fostering brand loyalty, and contributing to our overall client satisfaction.

Summary

This is an exciting opportunity for a passionate and articulate individual to join a thriving team at PwC. As a Customer Care Executive, you'll be responsible for providing exceptional customer service through various communication channels, including phone, email, and chat. You'll work closely with internal teams to resolve client inquiries and ensure a seamless experience.

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Key Responsibilities

- Respond to client inquiries promptly and professionally through phone, email, and chat.
- Gather and analyze client information to identify and understand their needs.
- Research and provide accurate and timely solutions to client inquiries and problems.
- Escalate complex issues to the appropriate internal teams for resolution.
- Document all customer interactions and maintain accurate records.
- Proactively identify opportunities to improve the customer experience.
- Stay up-to-date on company policies, products, and services.
- Contribute to a positive and supportive team environment.

Required Skills and Qualifications

- Excellent communication and interpersonal skills, both written and verbal.
- Strong problem-solving and analytical skills.
- Ability to work independently and as part of a team.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint).
- Strong time management and organizational skills.
- A positive and professional demeanor.
- Ability to learn new information quickly and efficiently.

Experience

- This role is open to both experienced customer service professionals and recent graduates with a strong desire to build a career in this field.

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Why Join PwC

PwC offers a dynamic and rewarding work environment where you can learn, grow, and contribute to a world-class organization. Here are just a few reasons why you'll love working at PwC:

- **Competitive salary and benefits package:** We offer a comprehensive benefits package that includes health insurance, dental insurance, vision insurance, life insurance, retirement savings plans, and paid time off.
- **Opportunities for professional development:** We invest in our people

and provide them with the training and resources they need to reach their full potential.

- **Global network:** As a part of PwC, you'll be connected to a global network of colleagues and resources.
- **Positive and collaborative work environment:** We foster a culture of collaboration, respect, and diversity.
- **Make a real impact:** Your work will have a positive impact on our clients and the communities we serve.

Application Process

To apply, please submit your resume and cover letter online. In your cover letter, be sure to tell us why you're interested in this role and what you can bring to the PwC team.

Motivate to Join

If you're looking for a challenging and rewarding career opportunity with a world-class organization, then we encourage you to apply! We offer a competitive salary and benefits package, outstanding opportunities for professional development, and a positive and collaborative work environment. Join PwC and make a real difference in the lives of our clients and the communities we serve.

General Overview

As a Customer Care Executive at PwC, you'll play a vital role in ensuring our clients have a positive and successful experience. You'll be the face of our company, providing exceptional service and building strong relationships. If you're passionate about customer service and have a desire to make a difference, then we encourage you to apply!

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Important Links

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