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Spicejet Careers Jobs – Jobs For Freshers – Customer Service Jobs

Hiring organization

Spicejet

Date posted

March 28, 2024

Valid through

31.08.2024

APPLY NOW

Job Location

Amethi, 227125, Lucknow, Uttar Pradesh, India

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Base Salary

USD 14 - USD 21

Qualifications

12th Passed, Graduate

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Employment Type

Full-time

Description

SpiceJet Recruitment 2024

Do you thrive on building positive relationships and ensuring exceptional customer experiences? Are you passionate about the travel industry and have a knack for solving problems with a smile? If so, then a career as a Customer Service Representative at SpiceJet could be the perfect fit for you!

SpiceJet: Where Value Meets Comfort

SpiceJet is India's favorite low-cost airline, renowned for its commitment to affordability and convenience. We connect people, cultures, and dreams across a vast domestic and international network. As a customer-centric organization, we believe in creating a seamless and enjoyable travel experience for everyone.

SpiceJet Jobs Near Me: Work from Anywhere

This exciting opportunity allows you to work remotely from the comfort of your home! We're looking for talented individuals across India to join our vibrant customer service team.

Summary

In this dynamic role, you'll be the first point of contact for our valued customers, providing exceptional service across various channels. You'll answer inquiries, resolve issues promptly and efficiently, and ensure passengers have a smooth and enjoyable travel journey with SpiceJet.

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Key Responsibilities

- Respond to customer inquiries via phone, email, and social media in a timely and professional manner.
- Listen attentively to customer concerns and identify the root cause of any issues.
- Provide accurate and up-to-date information on flight schedules, fares, baggage allowances, and other travel-related queries.
- Resolve customer complaints efficiently and effectively, striving for a positive and satisfactory resolution.
- Process bookings, cancellations, and modifications according to company policies and procedures.
- Uphold SpiceJet's high standards for customer service by exceeding expectations whenever possible.
- Maintain accurate records of customer interactions and ensure data privacy compliance.
- Contribute to a positive and supportive team environment.

Required Skills and Qualifications

- Excellent communication and interpersonal skills, with the ability to build rapport with customers.
- Active listening skills to understand customer needs and concerns effectively.
- Strong problem-solving skills and the ability to find solutions promptly and professionally.
- A meticulous and detail-oriented approach to ensure accuracy in all interactions.
- Proficiency in computer skills, including email, internet navigation, and basic CRM software usage.
- Excellent written and verbal communication skills in English.
- Strong analytical and problem-solving abilities.
- Ability to work independently and as part of a team.

Experience

This role is open to both freshers and experienced candidates. We value individuals with a passion for customer service and a genuine desire to contribute to a fast-paced and dynamic environment.

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Why Join SpiceJet?

Building a career at SpiceJet offers a wealth of benefits and a work environment that fosters growth and development. Here's what sets us apart:

- **Competitive Salary and Benefits Package:** We offer a comprehensive compensation package that includes a competitive salary, health insurance, paid time off, and other employee benefits.
- **Remote Work Opportunity:** Enjoy the flexibility and convenience of working from the comfort of your home.
- **Career Growth and Development:** We invest in our employees and provide opportunities for professional development and advancement.
- **Positive Work Environment:** We foster a collaborative and supportive work culture where you can learn, grow, and contribute alongside a dedicated team.
- **Be Part of Something Big:** Make a difference in the travel industry and contribute to SpiceJet's journey of connecting people across the globe.

Application Process

To apply, please submit your resume and a cover letter expressing your interest in the position. We look forward to hearing from you!

Join Us and Make Your Mark!

At SpiceJet, we believe in creating a positive impact on the lives of our customers and employees. If you're passionate about providing exceptional service and making a difference, we encourage you to apply!

If You Want to Get Notification about Various Jobs, Join our WhatsApp Channel Now and Get notified Daily about Latest Jobs



Important Links

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