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Spicejet Careers Jobs – Jobs For Freshers – Customer Support Jobs

Hiring organization
Spicejet

Job Location

Amethi, 227125, Lucknow, Uttar Pradesh, India

Date posted
April 3, 2024

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Valid through
31.08.2024

Base Salary

USD 14 - USD 21

APPLY NOW

Qualifications

12th Passed, Graduate

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Employment Type

Full-time

Description

SpiceJet Recruitment 2024

Make a Difference in the Travel Experience (Remote)

Do you have a passion for exceptional customer service and a desire to make a positive impact on people's travel experiences? If so, then SpiceJet, India's leading budget airline, wants to hear from you! We're looking for enthusiastic and dedicated individuals to join our growing Customer Support team, and this role can be performed entirely remotely – so you can contribute wherever you are in India.

Why Join SpiceJet's Customer Support Team?

At SpiceJet, we believe in creating a travel experience that's affordable, convenient, and enjoyable for everyone. Our Customer Support team plays a vital role in achieving this mission. You'll be the first point of contact for our valued passengers, addressing their inquiries, resolving their concerns, and ensuring they have a smooth and positive journey with SpiceJet.

This role offers a dynamic and rewarding environment where you can:

- **Make a real difference:** Your expertise and care will directly impact the travel experience of thousands of passengers.
- **Develop valuable skills:** You'll gain experience in effective communication, problem-solving, and customer service excellence.
- **Be part of a growing team:** Join a team dedicated to providing

exceptional customer support and contribute to SpiceJet's continued success.

- **Work remotely:** Enjoy the flexibility and convenience of working from the comfort of your own home.

SpiceJet Jobs Near Me:

Are you looking for remote jobs that allow you to make a difference? Look no further! SpiceJet's Customer Support team is seeking passionate individuals across India.

Job Summary:

In this role, you'll be the voice of SpiceJet for our customers, providing exceptional support through various channels like phone, email, and social media. You'll handle a wide range of inquiries, from booking assistance to flight changes and baggage concerns. Your primary focus will be on resolving customer issues efficiently and courteously, ensuring their satisfaction and building positive relationships with SpiceJet.

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Key Responsibilities:

- Respond promptly and professionally to customer inquiries via phone, email, and social media.
- Listen attentively to customer concerns and identify the root cause of the issue.
- Research and provide accurate information on flight schedules, fares, baggage allowances, and other travel-related inquiries.
- Work effectively to resolve customer issues in a timely and efficient manner.
- Proactively identify potential problems and offer solutions to prevent customer dissatisfaction.
- Document interactions clearly and concisely for future reference.
- Adhere to company policies and procedures in all customer interactions.
- Maintain a positive and professional attitude at all times.
- Contribute to the continuous improvement of customer service processes.

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.
- Excellent time management and organizational skills.
- Proficient in computer skills, including Microsoft Office Suite.
- A genuine passion for customer service and a desire to exceed expectations.
- Strong attention to detail and accuracy.
- Ability to work effectively in a fast-paced environment.

Experience:

This is a great opportunity for both experienced customer service professionals and enthusiastic freshers. We value your passion for customer service and your willingness to learn.

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Why Join SpiceJet?

SpiceJet offers a competitive compensation package and a positive work environment that fosters growth and development. As a valued member of our team, you'll enjoy:

- Competitive salary and benefits package.
- Opportunities for professional development and career advancement.
- A dynamic and rewarding work environment.
- The satisfaction of knowing you're making a difference in the travel experience of thousands of people.
- The flexibility and convenience of working remotely.

Application Process:

To apply, please submit your resume and a cover letter outlining your interest in the role and how your skills and experience align with our requirements.

We look forward to hearing from you!

Join SpiceJet and Make a Difference in the Travel Experience!

In conclusion, this role offers a unique opportunity to combine your passion for customer service with the flexibility of remote work. You'll play a vital role in ensuring that SpiceJet passengers have a smooth and enjoyable travel experience. If you're looking for a rewarding career with a growing company, we encourage you to apply!

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