

Zomato Recruitment 2023 – All India Jobs – Customer Relationship Executive Post

Hiring organization
Zomato

Job Location

India
Remote work from: India

Date posted
August 18, 2023

Valid through
31.12.2023

Base Salary

USD 20,000 - USD 40,000

APPLY NOW

Qualifications

Graduation

Employment Type

Full-time

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Description

Zomato Recruitment 2023

The Customer Relationship Executive is responsible for providing excellent customer service to Zomato users via phone, email, chat, and social media. This includes resolving customer issues, answering questions, and providing restaurant and food information. The ideal candidate will have a strong customer service and problem-solving skills, as well as the ability to work independently and as part of a team.

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Zomato Jobs Near Me

Responsibilities:

- Answer customer inquiries via phone, email, chat, and social media
- Resolve customer issues in a timely and efficient manner
- Provide restaurant and food information to customers
- Work with other departments to resolve complex customer issues
- Maintain accurate records of customer interactions
- Stay up-to-date on Zomato products and services
- Identify and escalate customer feedback to the relevant team
- Collaborate with the marketing team to develop and execute customer engagement initiatives

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Zomato Careers

Skills:

- Strong customer service skills
- Excellent communication skills (verbal and written)
- Problem-solving skills
- Ability to work independently and as part of a team
- Ability to work under pressure
- Strong attention to detail
- Knowledge of the food and restaurant industry
- Proficiency in Microsoft Office Suite
- Bilingual (English/Hindi) a plus

Qualifications:

- Bachelor’s degree in customer service, business administration, or a related field
- 1-2 years of customer service experience in a fast-paced environment
- Proficiency in Microsoft Office Suite
- Bilingual (English/Hindi) a plus

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