WORK VAPOR

Job Link: https://workvapor.in/jobs/customer-service-executive-job-available-in-india/

CUSTOMER SERVICE EXECUTIVE

HIRING ORGANIZATION

Reliance BPO Services

BASE SALARY

INR 23,000 - INR 30,000

JOB LOCATION

? Remote work from: India

DESCRIPTION

Reliance BPO Services is looking for energetic and customer-oriented individuals to join our team as Customer Service Executives. This is a fantastic opportunity for freshers and experienced candidates to work in a dynamic and supportive environment. Your primary role will involve handling customer queries, resolving issues, and ensuring customer satisfaction through voice or chat support.

As a Customer Service Executive, you'll be interacting with clients from diverse backgrounds, so excellent communication and problem-solving skills are essential. This role offers a mix of work-from-home and office-based flexibility, depending on your preference.

Roles and Responsibilities

- Handle customer queries via phone, email, or chat.
- Provide accurate and timely information to customers.
- Resolve complaints and escalate issues to the concerned department when necessary.
- Maintain records of customer interactions and ensure follow-ups.
- Strive to meet or exceed key performance indicators (KPIs).
- Deliver exceptional customer service to build a positive brand image.

Skills Required

- Excellent verbal and written communication skills in English and Hindi.
- Proficiency in using computer applications such as MS Office.
- Strong problem-solving and multitasking abilities.
- Patience and a customer-first attitude.
- Typing speed of at least 30 words per minute.

- Prior experience in customer service or a BPO environment is an advantage but not mandatory.

Qualifications

- Minimum qualification: 12th pass.
- Bachelor’s degree is a plus but not compulsory.
- Freshers are welcome to apply.

Salary

- **Fixed Monthly Pay**: ?15,000 – ?22,000
- **Performance Incentives**: ?3,000 – ?7,000

Work Location

- Hybrid Model: Work-from-Home or Office (as per your choice).

Why Join Us?

- Flexible working hours.
- Paid training programs to enhance your skills.
- Opportunity to grow within the organization.
- Health insurance benefits after probation.
- A friendly and supportive work culture.

Contact Information

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