WORK VAPOR

Job Link: https://workvapor.in/jobs/customer-support-and-call-auditor/

CUSTOMER SUPPORT AND CALL AUDITOR

HIRING ORGANIZATION

Prinith Solutions Private Limited

EMPLOYMENT TYPE

Full-time

BASE SALARY

INR 10000 - INR 12000

JOB LOCATION

? Remote work from: India

DESCRIPTION

Job Role: Customer Care Executive

Company: Prinith Solutions Private Limited
Location: Mumbai, Maharashtra (Work From Home)
Experience: 1–3 Years
Salary: ?10,000 – ?12,000 per month
Job Type: Full-Time
Languages: Marathi, Hindi and English
Work Mode: 100% Remote

Contact Person: Muhaemeen
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Phone / WhatsApp: 6232665811

Job Overview

Prinith Solutions Private Limited is hiring a Customer Care Executive & Call Auditor for its remote team. Candidates must be fluent in Marathi, Hindi and English and have experience in customer support, tele-calling or BPO operations.

Key Responsibilities

- Handle inbound and outbound calls, emails and chats.
- Resolve customer queries, complaints and service issues.
- Maintain customer records and follow-ups in CRM.
- Audit recorded and live calls for quality and compliance.
- Identify communication gaps and provide improvement feedback.
- Prepare daily and weekly quality audit reports.
- Support team leads in improving customer satisfaction.

Requirements

- Fluency in Marathi, Hindi and English.
- 1–3 years of relevant experience.
- Call auditing or quality assurance experience preferred.
- Good communication, listening and problem-solving skills.
- Knowledge of CRM tools, call monitoring software and MS Excel or Google Sheets.
- Personal laptop or desktop and noise-cancelling headset.
- Stable high-speed Wi-Fi and a quiet home workspace.

Benefits

- 100% work-from-home opportunity.
- Performance-based incentives.
- Training and structured onboarding.
- Growth opportunities in quality analysis and team leadership.

Interested candidates can send their updated resume directly through email or WhatsApp.