

WORK VAPOR

Job Link: <https://workvapor.in/jobs/customer-support-associate-call-whatsapp-support-role/>

HIRING ORGANIZATION

HPS Lab Designs Pvt Ltd (Ajjas)

EMPLOYMENT TYPE

Full-time

JOB LOCATION

Bhopal, India

DATE POSTED

? March 23, 2026

CUSTOMER SUPPORT ASSOCIATE – CALL/WHATSAPP SUPPORT ROLE

BASE SALARY

INR 175000 - INR 250000

DESCRIPTION

Job Title: Customer Support Associate / Executive
Handle customer queries and provide support via calls and WhatsApp.

Organization: HPS Lab Designs Pvt Ltd (Ajjas)
Location: Bhopal, Madhya Pradesh
Job Type: Full-time
Experience: 0–2 years (Freshers can apply)
Salary: ?1,75,000 – ?2,50,000 per year
Contact Number: +91 9826428400
Email: hr@ajjas.com

About the Company

Ajjas is a fast-growing IoT company working on GPS tracking devices and smart mobility solutions. The company focuses on innovation, customer satisfaction, and continuous learning.

Job Overview

We are hiring Customer Support Associates to handle customer queries and provide solutions. This role is ideal for candidates who enjoy communication and problem-solving.

Key Responsibilities & Daily Work

- Handle customer calls and WhatsApp queries
- Understand issues and provide correct solutions
- Guide customers on product usage and app features
- Do basic troubleshooting support

- Update customer details in CRM system
- Escalate technical issues when needed
- Coordinate with internal teams
- Collect feedback from customers

Eligibility & Skills Required

- Good communication in Hindi and English
- Basic computer knowledge
- Patience and problem-solving attitude
- Confidence in handling customer calls

Preferred (Not Mandatory)

- Experience in customer support or call center
- Knowledge of mobile apps, GPS or IoT products
- Familiarity with CRM tools

Performance Metrics

- Customer Satisfaction (CSAT)
- First Call Resolution (FCR)
- Call quality and process follow-up

Work Environment & Benefits

- Friendly office environment
- Learning and growth opportunities
- Provident Fund (PF)

How to Apply

Send your resume via email or contact on WhatsApp.

Contact Details:

Call/WhatsApp: +91 9826428400

Email: hr@ajjas.com