

WORK VAPOR

Job Link: <https://workvapor.in/jobs/customer-support-executive-zomato-chat-and-voice-process/>

HIRING ORGANIZATION

Startek (Aegis Customer Support Services Pvt. Ltd.)

EMPLOYMENT TYPE

Full-time

DATE POSTED

? October 8, 2026

JOB LOCATION

? Remote work from: India

CUSTOMER SUPPORT EXECUTIVE – ZOMATO CHAT AND VOICE PROCESS

DESCRIPTION

Job Role: Customer Support Executive – Zomato Blended Process

Company: Startek (Aegis Customer Support Services Pvt. Ltd.)

Work Mode: Remote

Hiring Office: Jaipur

Experience: 0–1 Years

Employment Type: Full-Time

Process: Zomato Blended (Chat + Voice)

Openings: 50

HR / Contact Details:

HR Anik: 8178928973

Startek is hiring **Customer Support Executives** for the Zomato blended process. The position includes both chat and voice support.

Freshers and experienced candidates can apply. Good communication skills in **Hindi and English** are required. Candidates must have their own laptop and stable internet connection.

Key Responsibilities

- Handle customer queries through chat and voice.
- Resolve issues related to orders and deliveries.
- Handle cancellation and refund queries.
- Provide accurate and timely resolutions.
- Maintain professional customer communication.
- Follow process guidelines and SOPs.
- Maintain customer interaction records.
- Meet quality, productivity and customer satisfaction parameters.

Eligibility

- Undergraduates can apply.
- Graduates can apply.
- Freshers can apply.
- Experienced candidates can apply.
- Fluent Hindi and English are required.
- Strong verbal communication skills are required.
- Own laptop is mandatory.
- Stable Wi-Fi or internet connection is mandatory.

Shift Details

- 9-hour rotational shifts.
- Night shifts are included.
- Rotational weekly offs.
- Leave restrictions apply during the initial 90 days.
- Festival leaves are not available.

Benefits

- PF and ESIC benefits.
- Quarterly performance bonus.
- Customer service work experience.

Important Note

- We does not charge recruitment or hiring fees.
- No fee is charged at any stage of the hiring process.

How to Apply

Interested candidates can contact **HR Anik at 8178928973** for interview updates.