WORK VAPOR

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

CUSTOMER SUPPORT EXECUTIVE – ZOMATO (CHAT & VOICE PROCESS)

HIRING ORGANIZATION

Startek

EMPLOYMENT TYPE

Full-time

JOB LOCATION

? Remote work from: India

DESCRIPTION

Job Role: Customer Support Executive – Zomato (Chat & Voice Process)

Company & Job Information

Company: Startek (Aegis Customer Support Services Pvt. Ltd.)
Client Process: Zomato
Work Mode: Remote / Work from Home
Hiring Office: Jaipur, Rajasthan
Experience: 0–1 Year
Openings: 50
Employment Type: Full-time
Process Type: Blended (Chat + Voice)

HR Contact

Contact Person: Anik (HR)
Phone: 8178928973

Startek is looking for Customer Support Executives for its Zomato process. This is a work-from-home opportunity where employees will help customers through chat and phone calls.

Freshers can apply for this position. Candidates must be fluent in Hindi and English and should have good communication skills.

Your Daily Responsibilities

- Answer customer questions through chat and phone calls.
- Help customers with food orders and delivery issues.
- Handle cancellation and refund-related queries.
- Find solutions to customer problems.
- Give correct information and timely support.
- Maintain proper records of customer conversations.
- Follow company rules and work guidelines.

- Maintain good service quality and customer satisfaction.

Who Can Apply?

- Freshers and experienced candidates can apply.
- Undergraduates and graduates are eligible.
- Fluent Hindi and English are required.
- Good speaking and communication skills are important.
- Candidates must have their own laptop.
- A stable Wi-Fi or internet connection is compulsory.
- Applicants should be comfortable working night shifts.

Salary & Company Benefits

- Salary details will be shared during the hiring process.
- PF and ESIC benefits are available.
- Quarterly performance bonus.
- Opportunity to gain experience in customer service.

Working Schedule

- Shift duration: 9 hours.
- Rotational day and night shifts.
- Weekly offs will be rotational.
- Leave restrictions apply during the first 90 days after joining.
- Festival leaves are not available.

Important Hiring Information

- The position includes both chat and voice support.
- Strong Hindi and English communication skills are required.
- Startek does not charge any recruitment or joining fees.

How to Apply

Interested candidates can contact HR Anik directly for interview details and further information.