



PR/108598 | Customer Service Representative

Job Information

Recruiter

JAC Recruitment India

Job ID

1504726

Industry

Healthcare, Nursing

Job Type

Permanent Full-time

Location

India

Salary

Negotiable, based on experience

Refreshed

November 19th, 2024 11:08

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Job Description:

Answer incoming calls from customers, answer inquires and question, handle complaints, troubleshoot problems and provide information. The customer service representative is also expected to support the nurses and medical staff with administrative tasks.

This is a full-time position, based in Mumbai India Responsibilities:

- Provide professional customer hotline service via in-bound phone calls and/or email.
- Provide customers with information regarding the company's services.
- Process applications, forms and orders.
- Handle incoming enquiries from clients and follow up / liaise up with relevant parties to settle enquires/complaints according to company protocols.

- Inputting and documenting calls and relevant information of clients in the CRM program.
- Handle complaints from all channels and liaise with relevant parties to obtain relevant information for management action if required.
- Resolve and analyse customer opinions and proactively follow up with related parties for services improvement.
- Assist marketing team with promotional material, events and seminars.
- Make daily outbound calls to engage clients and to seek new collaboration opportunities.
- Assist in ad hoc projects as assigned by supervisor.
- Perform additional duties as per direction of call center supervisor.

Requirements:

- University graduate.
- Minimum of 4 years working experience in customer service.
- Proactive, independent and able to prioritise tasks.
- Excellent communication skills.
- Customer-oriented, pleasant and willing to learn.
- English And Hindi fluency

Company Description