



PR/108598 | Customer Service Representative

募集職種

人材紹介会社

ジェイエイシーリクルートメントインド

求人ID

1504726

業種

福祉・介護

雇用形態

正社員

勤務地

インド

給与

経験考慮の上、応相談

更新日

2024年11月19日 11:08

応募必要条件

職務経験

3年以上

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル

日本語レベル

ビジネス会話レベル

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可は必要ありません

募集要項

Job Description:

Answer incoming calls from customers, answer inquiries and questions, 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 enquiries/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

会社説明