

**Job Role:** Customer Service Associate  
**Location:** Bangalore  
**Salary:** **2.1 LPA to 2.82 LPA including Variable Pay**  
**Other Benefits:** Free two ways cab facility, Free Food facility, PF and medical insurance  
**Duration:** Full Time  
**Qualification:** Any Degree  
**Year of Passout:** 2021, 2022 and 2023

#### **Job Responsibilities:**

- Have daily interactions with customers and handle all issues from end to end via call.
- Go the extra mile to engage customers in solving issues and ensure satisfaction.
- Quickly and effectively build rapport with customers, diagnose and resolve issues
- Provide white glove service and have the ability to provide an overall excellent customer experience.
- Managing customer expectations regarding estimated response times

#### **Skills:**

- Fluency in spoken English
- Excellent judgement skills to be able to properly evaluate situations and immediately provide effective solutions.
- The ability to learn new skills and quickly absorb and interpret new information, products, and features from the perspective of the customer
- Excellent communication skills and high emotional intelligence
- Excellent problem solving and customer service skills
- Strong analytical & Interpersonal skills
- The ability to be a self-starter, a sense of urgency, and the ability to remain calm under pressure

#### **Other Specifications:**

- Must be okay to work nights.