

Job Role: SOS Escalations
Location: Bangalore
Salary: Upto ₹ 5 LPA
Duration: Full Time
Qualification: Any Degree
Year of Passout: 2021, 2022 and 2023
Shift: 24/7(No Cab)

Job Responsibilities:

- Customer Support : Respond promptly and professionally to customer inquiries through, such as phone, email, chat, and social media. Provide accurate information and resolutions to address customer concerns effectively.
- Issue Resolution : Investigate and troubleshoot customer issues, complaints, or technical problems. Strive to provide swift and satisfactory resolutions while maintaining a calm and professional demeanor.
- Personalized Assistance : Understand customer needs and preferences to provide personalized guidance, recommendations, and assistance. Aim to create a positive and tailored experience for each customer using the Namma Yatri platform.

Skills:

- Candidate has to be mature enough to handle different kind of situations, and someone who can handle escalations
- Hindi and English excellent in both language, no compromise in communication