

Customer support executive: Job description

Job brief

We are searching for a polite, professional Customer support executive to work closely with other team members to provide outstanding service to our customers by driving sales, answering questions, handling complaints, and troubleshooting problems with our products and services. The Customer support executive may handle a high volume of inbound or outbound calls or both and should seek to create a positive experience for each caller.

Responsibilities

- Answering or making calls to our customers to learn about and address their needs, complaints, or other issues with products or services.
- Responding efficiently and accurately to callers, explaining possible solutions, and ensuring that customers feel supported and valued.
- Building lasting relationships with clients and other call center team members based on trust and reliability.
- Utilizing software, databases, scripts, and tools appropriately.
- Understanding and striving to meet or exceed call center metrics while providing excellent consistent customer service.
- Making sales or recommendations for products or services that may better suit customer needs.
- Taking part in training and other learning opportunities to expand knowledge of company and position.
- Adhering to all company policies and procedures.

Requirements:

- Exceptional customer service, active listening, and verbal and written communication skills, professional phone voice.
- Understanding of company products, services, and policies.
- Proficiency with computers, and strong typing skills.
- Ability to ask prying questions and diffuse tense situations.
- Strong time management and decision making skills.
-
- **+2 or Graduation or equivalent.**
- **Fluency in multiple languages (Telugu, Gujarati, Hindi) may be desired.**

Location: Chennai