

Axis Bank Careers 2023 – Free Job Alert – Fast Job Search – Customer Care Agent Post

Hiring organization

Axis Bank

Job Location

India

Remote work from: India

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Base Salary

Rs. 12,000 - Rs. 22,000

Date posted

May 18, 2023

Valid through

31.12.2023

APPLY NOW

Qualifications

Graduate, Post Graduate

Employment Type

Full-time

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Description

Axis Bank Recruitment 2023

The Customer Care Agent is a crucial role within our organization, responsible for delivering outstanding customer service and support. We are seeking a highly motivated and empathetic individual with excellent communication skills. As a Customer Care Agent, you will interact with customers through various channels, such as phone, email, and live chat, to address inquiries, provide assistance, and resolve issues. This position offers an exciting opportunity to be the frontline representative of our company and ensure customer satisfaction and loyalty.

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Axis Bank Jobs Near Me

Responsibilities:

- Respond to customer inquiries and requests promptly and professionally via phone, email, and live chat.
- Listen attentively to customer concerns, showing empathy and understanding, and provide accurate and helpful information.
- Resolve customer issues efficiently and effectively, escalating complex cases to the appropriate departments when necessary.
- Maintain accurate and detailed records of customer interactions, inquiries, and resolutions in the designated CRM system.
- Stay up-to-date with product knowledge and company policies to provide accurate information and assistance to customers.

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Skills:

- High school diploma or equivalent. Additional education or training in customer service is a plus.
- Excellent verbal and written communication skills, with a clear and friendly communication style.
- Strong listening skills and ability to empathize with customers' concerns and needs.
- Ability to multitask and manage time effectively in a fast-paced environment.

Important Links

Find the Link in [Apply Now](#) Button

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