



<https://jobquest.jobsworld.com/job/hdfc-bank-recruitment-2023-vacancy-job-alert-call-center-representative-post/>

HDFC Bank Career 2023 – Vacancy Job Alert – Call Center Representative Post

Hiring organization
HDFC Bank

Job Location

India
Remote work possible

Date posted
June 16, 2023

(adsbygoogle = window.adsbygoogle || []).push({});

Valid through
31.12.2023

Base Salary

Rs. 18,000 - Rs. 23,000

APPLY NOW

Qualifications

Graduate

Employment Type

Full-time

(adsbygoogle = window.adsbygoogle || []).push({});
(adsbygoogle = window.adsbygoogle || []).push({});

Description

HDFC Bank Recruitment 2023

HDFC, a leading technology-driven transportation company, is seeking enthusiastic and customer-focused Call Center Representatives to join our team. As a Call Center Representative, you will be the first point of contact for our customers, providing exceptional service and resolving their inquiries or issues. Your excellent communication skills, problem-solving abilities, and empathy will contribute to our goal of delivering a seamless customer experience. This position offers a great opportunity to work in a dynamic and fast-paced environment, while building valuable customer service skills.

(adsbygoogle = window.adsbygoogle || []).push({});

HDFC Bank Jobs Near Me

Responsibilities:

- Customer Support: Provide prompt and courteous assistance to customers via inbound and outbound calls. Answer inquiries, address concerns, and resolve issues related to our services. Ensure a high level of customer satisfaction by effectively managing customer expectations and providing accurate information.
- Problem Solving: Listen attentively to customer concerns and inquiries, and

work towards finding appropriate solutions. Troubleshoot technical issues, provide guidance, and offer alternatives when necessary. Escalate complex issues to the appropriate departments for resolution.

- **Documentation and Reporting:** Accurately document customer interactions, inquiries, and resolutions in the designated systems. Generate reports and provide feedback to the team leads or supervisors regarding customer trends, common issues, or improvement opportunities.

```
(adsbygoogle = window.adsbygoogle || []).push({});
```

HDFC Bank Careers

Skills:-

- **Excellent Communication Skills:** Strong verbal communication skills to interact with customers in a clear, concise, and friendly manner. Active listening skills to understand customer needs and provide accurate information.
- **Customer Service Orientation:** Demonstrated passion for delivering exceptional customer service. Patience, empathy, and the ability to handle difficult or upset customers professionally and calmly.
- **Problem-Solving Abilities:** Strong problem-solving skills to identify customer issues, analyze situations, and provide effective solutions. Ability to think quickly and adapt to changing circumstances.
- **Multitasking and Time Management:** Ability to handle multiple tasks simultaneously while maintaining attention to detail and meeting performance metrics. Efficient time management skills to prioritize tasks and manage workload effectively.

Qualifications and Experience as a Fresher: To be considered for the Call Center Representative position as a fresher, the following qualifications and experiences are beneficial:

1. **Educational Background:** High school diploma or equivalent. Additional courses or certifications in customer service or communication are advantageous.
2. **Customer Service Experience:** Any prior experience in customer service roles, such as retail, hospitality, or internships, that demonstrate strong customer interaction skills and a customer-centric mindset.
3. **Language Proficiency:** Proficiency in spoken and written English is essential. Additional proficiency in local or regional languages is a plus.

Important Links

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

```
(adsbygoogle = window.adsbygoogle || []).push({});
```

```
(adsbygoogle = window.adsbygoogle || []).push({});
```