



In Association with

About US: At JMV HYUNDAI, we're the premier dealership in North India, offering top-notch sales and service facilities. With a focus on customer satisfaction, we strive to enhance the car buying experience, providing expert staff for all needs, from sales to service. Beyond Hyundai cars, we also offer used cars, insurance, finance, and accessories, ensuring a comprehensive experience. Our state-of-the-art workshops and skilled technicians guarantee instant, efficient, and personalized service. Recognized with 25 awards in the past 6 years, we welcome you to JMV Hyundai on Sohna road, Gurgaon, where your dream of owning a car becomes a reality.

Role: Customer Care Executive

Minimum Experience: 2 Year in similar role

CTC: 2.6LPA to 3.3LPA

Responsibilities

1. The role involves proactively reaching out to customers to gather feedback, ensuring their satisfaction and identifying areas for improvement, thereby contributing to a culture of continuous enhancement in service quality.
2. Updating and maintaining various reports entails meticulous attention to detail and organization, ensuring accurate records are kept to track customer feedback, service trends, and areas of excellence or improvement.
3. By consistently maintaining high levels of customer satisfaction, the individual contributes to fostering positive relationships, driving customer loyalty, and enhancing the reputation and success of the organization.

Skills Required

1. A pleasing personality is crucial in creating positive interactions with customers, fostering trust and rapport that enhances the overall experience.
2. Possessing a solution mindset enables individuals to approach challenges creatively, finding effective resolutions that meet customer needs and exceed expectations.
3. Effective communication skills are essential for conveying information clearly, listening attentively, and building strong connections with customers, ensuring their needs are understood and addressed.
4. Telephone etiquette plays a vital role in creating a professional and courteous impression during customer interactions, emphasizing clarity, patience, and helpfulness in every conversation.
5. A customer service orientation emphasizes the importance of prioritizing customer needs and providing exceptional support at every touchpoint, ensuring satisfaction and loyalty.