

Qatar Airways Careers v2023 - Job Card - Customer Support Engineer Post

Hiring organization
Qatar Airways

Job Location

India
Remote work from: Brazil

Date posted
June 5, 2023

Valid through
31.12.2023

Base Salary

Rs. 25,200 - Rs. 30,700

APPLY NOW

Qualifications

Graduate

Employment Type

Full-time

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Description

Qatar Airways Recruitment 2023

Qatar Airways is seeking a dedicated and experienced individual to join our team as a Customer Support Engineer. As a Customer Support Engineer, you will play a key role in ensuring excellent customer service delivery and maintaining high standards of passenger satisfaction. This position requires strong leadership skills, a customer-centric approach, and the ability to handle challenging situations with professionalism. If you have a passion for customer service, enjoy leading a team, and are committed to providing exceptional experiences to our passengers, we encourage you to apply.

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Qatar Airways Careers

Responsibilities:

1. **Team Leadership:** Supervise and guide a team of customer service agents, providing clear instructions and ensuring adherence to company policies and procedures. Motivate and inspire the team to deliver exceptional customer service and meet performance targets.
2. **Passenger Assistance:** Assist passengers with various inquiries, requests, and concerns, ensuring their needs are addressed promptly and efficiently. Handle escalated customer issues or complaints with tact and diplomacy, finding appropriate resolutions to ensure passenger satisfaction.
3. **Performance Monitoring and Training:** Monitor team performance, conduct regular performance evaluations, and provide constructive feedback for improvement. Identify training needs and coordinate training sessions to enhance the skills and knowledge of the customer service team.

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Qatar Airways Jobs Near Me

Skills and Qualifications:

- Bachelor's degree in Hospitality Management, Business Administration, or a related field. (Fresher candidates are encouraged to apply)
- Strong leadership and team management skills.
- Excellent communication and interpersonal skills.
- Customer-centric mindset with a passion for delivering exceptional service.
- Ability to handle challenging situations with professionalism and empathy.
- Problem-solving and decision-making abilities.
- Proficiency in using computer systems and customer service software.
- Flexibility to work in shifts, including evenings, weekends, and holidays.
- Fluency in English (both written and spoken). Additional language skills will be an advantage.

Important Links

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

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