

# INDIGO AIRLINES (CUSTOMER CARE)

## About Us

InterGlobe Technologies is looking for a Process Associates to handle Customer Service for End to end airline operations. The position is based in Pune.

For more details Visit [www.igt.in](http://www.igt.in)

➤ **Job Profile-**

This is complete Sales and Customer Care project which handles End to end airline operation - Customer Care related issues, Reservations, Web site support, Bulk bookings, Notification, Re-booking, Credit card verification, Queues Management, Email management for all corporate and travel related queries.

➤ **Shift- Rotational (24/7 )**

Working Days- 6 Days, 1 Day off

➤ **CTC- Rs 1,20,000- 1,80,000 Per Annum + Incentives + Free Air Tickets (Self + Parents, Spouse + 2 Children)**

➤ **Education Qualification-** Under Graduates/ Graduates / Post Graduates

### Primary Job Responsibilities:

- Achieve the required Quality Score by following all the established parameters
- Responsible for call/email handling in a courteous, friendly and professional manner according to company procedures
- Provide Quality Customer Service
- Respond to a high volume of telephone/email inquiries about the company's products or services by following standard scripts and procedures Talks with customers by phone/email and receives information pertaining to Air reservations
- Probe and understand the requirements or problems of the customer
- Provide valid solutions to the customer and provide any additional customer service / education as needed
- Maintain knowledge of products, pricing promotions, procedures and other important issues through management communications, meetings, customer focus groups and formal training
- Inform customer about the Schedule and Cancellation changes
- Offer additional services as indicated by the business
- Maintain AHT at the established level
- processing the established daily metric, while maintaining an average talk/response time consistent with current business needs
- Adherence to Information security guidelines
- Applicant will display Appropriate Knowledge and adherence to information Security guidelines