

**Customer Service Associate**

**End Client : PhonePe Private Limited**

**Hiring Company : Transcom India**

Job Description

**For Arxena Inc**

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# Customer Service Associate - PhonePe

**Address : Transcom India,** Office No 1501, 1508, Nayati Enthral, Sr No 12/1A, Mundhwa - Kharadi Bypass, Kharadi South Main Road, Kharadi, Pune, Maharashtra - 411014

# About the Role

### We are seeking enthusiastic Customer Success Associates to join PhonePe's growing team. This role involves handling customer interactions across multiple lines of business including payment gateway, motor insurance, health insurance, life insurance, and general customer service.

# Compensation & Benefits

### Salary: ₹28,500 - ₹40,000 CTC per month as per experience. (in-hand of approx. ₹25k to ₹36k)

### Higher salary consideration for candidates with relevant experience

### Structured career growth opportunities

### Key Responsibilities

* Handle customer interactions daily
* Provide excellent customer service and support
* Assist customers with payment gateway queries
* Handle insurance-related advisory and sales
* Achieve operational KPIs and quality metrics

## **Required Qualifications**

* Bachelor's degree in any stream
* Excellent English communication skills
* Must clear Versant test with a score of 6/6
* Strong verbal and written communication skills
* Basic computer proficiency

## **Preferred Qualifications**

* Experience in insurance sales (especially Indian market)
* Experience with companies like PolicyBazaar or similar insurance platforms
* Customer service experience

## **Selection Process**

1. Online Video Interview
2. In-person Interview at Kharadi Office in Pune

Qualified candidates will be part of a dynamic organization with opportunities for growth in the fintech and insurance sector. Join us in our state-of-the-art facility in Kharadi, Pune, and be part of India's digital payment revolution.