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Amazon Careers – Work From Home Jobs – Front Office Staff Posts

Hiring organization
Amazon

Job Location

India

Remote work from: IN; US; AU; NZ; HK; JP; KZ; MY; SG; TW; TH; UZ; VN; AT; BY; BE; DK; FR; DE; GR; NL; RU; ES; CH; UK; GB; DZ; KW; MA; QA; SA; MX; AE; CA; GT; DO

Date posted

September 17, 2024

Valid through

31.12.2024

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Base Salary

USD 12 - USD 23

Qualifications

12th Pass, Graduate, Post Graduate

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Employment Type

Full-time, Part-time

Description

Job Title: Front Office Staff – Work From Home

Job Summary

Amazon is seeking a highly organized and customer-focused Front Office Staff to join our team, working from the comfort of their own home. As a Front Office Staff, you will be the first point of contact for our customers, providing exceptional customer service and support via phone, email, and chat. You will be responsible for resolving customer inquiries, processing orders, and handling customer complaints in a timely and professional manner.

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Key Responsibilities

- Respond to customer inquiries via phone, email, and chat, providing timely and accurate solutions to their concerns
- Process customer orders, including handling payment and shipping information
- Resolve customer complaints and issues in a fair and professional manner
- Maintain accurate records of customer interactions using our customer relationship management (CRM) software

- Collaborate with internal teams to resolve customer issues and improve overall customer experience
- Meet and exceed customer service metrics, including first call resolution and customer satisfaction

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Requirements

- High school diploma or equivalent required; some college or degree in a related field preferred
- 1+ year of customer service experience, preferably in a call center or office environment
- Excellent communication and problem-solving skills
- Ability to work independently in a fast-paced environment
- Strong attention to detail and accuracy in data entry
- Familiarity with CRM software and technology
- Ability to work a flexible schedule, including evenings and weekends

Working Conditions

- This is a work-from-home position, and you will be required to have a dedicated workspace free from distractions
- You will need a reliable computer, internet connection, and phone service
- You will be required to work a flexible schedule, including evenings and weekends

What We Offer

- Competitive hourly rate
- Opportunities for career growth and development
- Comprehensive benefits package, including medical, dental, and vision insurance
- 401(k) matching program
- Paid time off and holidays

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