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Flipkart Jobs – Latest Job Notification – Customer Service Representative Posts

Hiring organization
Flipkart

Job Location

India

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

Date posted

March 19, 2024

Valid through

31.08.2024

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Base Salary

USD 11 - USD 22

Qualifications

12th Pass, Graduate, Post Graduate

Employment Type

Full-time

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Description

Flipkart Jobs

About Flipkart

Flipkart, India's leading e-commerce marketplace, has transformed the way millions of Indians shop. We offer a vast selection of products across categories, from fashion and electronics to groceries and furniture. Our mission is to make e-commerce accessible and affordable for everyone, and we're constantly innovating to provide a seamless shopping experience for our customers.

Why Join Us as a Customer Service Representative?

As a Customer Service Representative (CSR) at Flipkart, you'll play a vital role in shaping our customer experience. You'll be the first point of contact for millions of happy (and sometimes frustrated) shoppers, providing exceptional support and resolving their queries. This role is a fantastic opportunity to develop your communication and problem-solving skills while contributing to the growth of a dynamic and fast-paced company.

Position: Customer Service Representative (Remote)

Company: Flipkart

Location: Remote – Work from Anywhere in India

Job Summary

Are you passionate about helping others and have a knack for clear communication? Do you thrive in a fast-paced environment where every day brings new challenges? If so, then a career as a CSR at Flipkart might be the perfect fit for you!

In this remote role, you'll be responsible for providing exceptional customer service through various channels, including email, chat, and phone calls. You'll actively listen to customer concerns, troubleshoot issues, and offer solutions that exceed expectations. Your expertise will be crucial in ensuring a smooth shopping experience for Flipkart customers and building lasting brand loyalty.

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Flipkart Careers

Key Responsibilities:

- Respond promptly and professionally to customer inquiries via email, chat, and phone.
- Effectively diagnose and resolve customer issues related to orders, products, accounts, payments, returns, and more.
- Research and provide accurate information and solutions to customer queries.
- Maintain a positive and helpful attitude throughout all customer interactions.
- Escalate complex issues to the appropriate team when necessary.
- Actively seek feedback from customers to improve our services.
- Contribute to a positive and collaborative team environment.

Required Skills and Qualifications:

- Excellent written and verbal communication skills in English.
- Strong active listening skills and the ability to understand customer concerns.
- A keen eye for detail and accuracy.
- Problem-solving skills and the ability to find solutions independently.
- A positive and professional attitude with a customer-centric approach.
- Proficiency in using computers and navigating various software applications.
- Ability to work independently and manage time effectively.

Experience:

- This role is open to both freshers and experienced candidates.
- For freshers, a strong academic background, excellent communication skills, and a willingness to learn are highly valued.
- Prior customer service experience is a plus but not mandatory.

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Flipkart Jobs Near Me

Why Join Flipkart?

At Flipkart, we believe in fostering a culture of growth, learning, and innovation. As a CSR, you'll be part of a dynamic team working towards a common goal of exceptional customer service. We offer a fantastic work environment that promotes work-life balance and provides ample opportunities for professional development. Here's what you can expect when you join Flipkart:

- Competitive salary and benefits package.
- Opportunity to work remotely and enjoy the flexibility of a work-from-home environment.
- A dynamic and collaborative work environment with a strong focus on learning and development.
- Regular training programs to enhance your skills and knowledge.
- The chance to be part of a company that is shaping the future of e-commerce in India.
- A fun and positive work culture with great colleagues.

Application Process

To apply for this exciting opportunity, please submit your resume and a cover letter highlighting your skills and experience. We look forward to hearing from you!

Join Us and Make a Difference!

By joining Flipkart as a CSR, you'll have the opportunity to make a real difference in the lives of millions of customers. You'll be at the forefront of India's e-commerce revolution, contributing to a company that's constantly innovating and growing.

General Overview

This role offers a blend of challenge and reward. You'll be constantly interacting with new people, tackling diverse customer queries, and learning new things every day. If you're looking for a career that allows you to use your communication and problem-solving skills to make a positive impact, then look no further than Flipkart!

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