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Flipkart Opportunity For Freshers – Job Recruitment – Customer Service Executive Post

Hiring organization
Flipkart

Job Location

India
Remote work from: IND

Date posted
March 2, 2024

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Valid through
31.08.2024

Base Salary

USD 14 - USD 21

APPLY NOW

Qualifications

Graduation, 12th Pass

Employment Type

Full-time

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Description

Flipkart Opportunity For Freshers

At Flipkart, we're committed to delivering a seamless and delightful shopping experience for our millions of customers. As a Customer Service Executive, you'll play a vital role in achieving this goal by providing prompt, accurate, and courteous support to our customers across various channels.

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Responsibilities:

- Respond to customer inquiries via phone, email, and chat, addressing a wide range of issues related to orders, accounts, payments, returns, and product information.
- Actively listen to customer concerns, troubleshoot problems effectively, and provide clear and concise resolutions in a timely manner.
- Uphold Flipkart's high standards for customer service by ensuring a positive and professional experience for every interaction.
- Maintain accurate records of customer interactions and escalate complex issues when necessary.

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Flipkart Careers

Skills:

- Excellent communication and interpersonal skills, with the ability to build rapport and empathy with customers.
- Active listening skills to understand customer needs and concerns effectively.
- Strong problem-solving skills to identify and resolve customer issues efficiently.
- Proficiency in written and spoken English with a clear and articulate style.
- Ability to work effectively in a fast-paced, target-driven environment.
- A positive and enthusiastic attitude with a commitment to exceeding customer expectations.

Tags:

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