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Flipkart Recruitment 2024 – Free Job Alert – Customer Service Representative Post

Hiring organization
Flipkart

Job Location

India
Remote work from: IND

Date posted
January 13, 2024

Valid through
30.04.2024

Base Salary

USD 13,500 - USD 22,500

APPLY NOW

Qualifications

Any Graduate

Employment Type

Full-time

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Description

Flipkart Recruitment 2024

Join the dynamic team at Flipkart, India's leading e-commerce platform, and contribute to revolutionizing the online shopping experience. As a Customer Service Representative, you will be an essential part of our commitment to delivering unparalleled service and support to our valued customers.

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Responsibilities:

- **Customer Interaction and Issue Resolution:**
 - Engage with customers through various channels, including phone, email, and chat, to address inquiries, resolve issues, and provide exceptional service.
 - Demonstrate empathy and a customer-centric approach to understanding and solving customer problems, ensuring a positive and memorable interaction.
- **Product Knowledge and Guidance:**
 - Stay informed about Flipkart's extensive product range to offer accurate information and guidance to customers, assisting them in making informed purchasing decisions.
 - Provide insights and recommendations based on customer preferences, helping them discover relevant products and

maximizing their satisfaction with the Flipkart shopping experience.

- **Process Improvement and Feedback Integration:**

- Collaborate with cross-functional teams to identify areas for process improvement within the customer service domain.
- Actively gather and relay customer feedback to contribute to the enhancement of products and services, fostering a continuous improvement culture.

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Flipkart Careers

Skills:

- **Excellent Communication Skills:**

- Proficient in verbal and written communication to effectively interact with customers and articulate solutions.

- **Problem-Solving Ability:**

- Strong analytical and problem-solving skills to address customer concerns promptly and efficiently.

- **Team Collaboration:**

- Ability to work collaboratively with diverse teams to share insights, contribute to process improvements, and foster a positive work environment.

Tags

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