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Customer Service Supervisor – Flipkart Recruitment 2023 In Lucknow, Amraigaon

Hiring organization
Flipkart

Job Location

Amraigaon, 227105, Lucknow, Uttar Pradesh, India

Date posted
June 1, 2023

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Valid through
31.12.2023

Base Salary

USD 12,000 - USD 18,000

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Qualifications

12th Pass / Graduate

Employment Type

Full-time

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Description

Flipkart Recruitment 2023

Job Title: Customer Service Supervisor

Company: Flipkart

Location: Lucknow, Amraigaon

Job Summary: Flipkart is seeking a Customer Service Supervisor to join our team in Lucknow, Amraigaon. As a Customer Service Supervisor, you will be responsible for leading and managing a team of customer service representatives to deliver exceptional customer support and satisfaction. You will ensure the team's adherence to service standards, handle escalated customer inquiries and complaints, and contribute to process improvement initiatives. Your strong leadership skills, customer-centric mindset, and ability to drive a high-performing team will be key to the success of our customer service operations.

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Responsibilities:

1. Team Leadership: Lead and supervise a team of customer service representatives. Set performance expectations, provide coaching and guidance, and conduct regular performance evaluations. Foster a positive and collaborative team culture.

2. **Customer Support:** Oversee the handling of customer inquiries, requests, and complaints. Ensure timely and accurate resolution of customer issues while maintaining a high level of customer satisfaction. Handle escalated customer cases as needed.
3. **Process Adherence:** Ensure the team's adherence to established service standards, processes, and policies. Monitor and evaluate customer service metrics and KPIs to identify areas for improvement and implement corrective actions.
4. **Training and Development:** Provide training and ongoing development opportunities to enhance the team's product knowledge, communication skills, and problem-solving abilities. Conduct regular training sessions and skill-building workshops.
5. **Quality Assurance:** Conduct quality audits and assessments to maintain service quality standards. Provide feedback and coaching to team members to improve their performance and ensure consistent delivery of exceptional customer service.
6. **Performance Monitoring:** Monitor team performance, track individual and team goals, and provide regular performance reports to management. Identify performance gaps and implement strategies to enhance productivity and efficiency.
7. **Customer Feedback Analysis:** Analyze customer feedback, surveys, and trends to identify areas of improvement and implement appropriate action plans. Utilize customer insights to enhance the overall customer experience.
8. **Process Improvement:** Collaborate with cross-functional teams to identify process gaps and inefficiencies. Propose and implement process improvement initiatives to optimize customer service operations and enhance customer satisfaction.
9. **Relationship Management:** Build and maintain positive relationships with customers, internal stakeholders, and vendors. Act as a point of escalation for complex customer issues and ensure prompt and effective resolution.
10. **Stay Updated:** Stay updated with industry trends, customer service best practices, and emerging technologies. Continuously enhance knowledge and skills related to customer service management.

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Flipkart Careers

Requirements:

- Bachelor's degree in any field. A degree in business administration or a related field is preferred.
- Previous experience in a customer service leadership role, preferably in the e-commerce or retail industry.
- Excellent communication and interpersonal skills.
- Strong leadership and team management abilities.
- Problem-solving and decision-making skills.
- Ability to handle escalated customer inquiries and complaints effectively.
- Knowledge of customer service best practices and industry standards.
- Proficiency in using customer service management tools and systems.
- Strong analytical and problem-solving skills.
- Ability to work in a fast-paced and dynamic environment.
- Result-oriented approach with a focus on delivering exceptional customer experiences.
- Flexibility to work in shifts, including weekends and holidays, as per business requirements.

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