



<https://jobfever.govhelp.in/job/flipkart-careers-2023-free-job-alert-help-desk-job/>

Flipkart Careers 2023 – Free Job Alert – Help Desk Job

Job Location

India
Remote work from: India

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Base Salary

USD 12,000 - USD 18,000

Qualifications

12th Pass / Graduate

Employment Type

Full-time

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Description

Flipkart Recruitment 2023

We are seeking a Help Desk Associate to join our dynamic team at Flipkart. As a Help Desk Associate, you will be the first point of contact for our customers, providing exceptional customer service and technical support. Your strong communication skills, problem-solving abilities, and passion for assisting customers will contribute to ensuring a positive shopping experience for our valued customers.

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Flipkart Jobs Near Me

Responsibilities:

1. Customer Support: Serve as the primary point of contact for customers seeking assistance, whether it's regarding order status, product inquiries, or technical issues. Respond promptly and professionally to customer inquiries through various communication channels, including phone, email, and chat. Provide accurate and helpful information to resolve customer concerns and ensure their satisfaction.
2. Technical Troubleshooting: Assist customers in troubleshooting technical issues related to our website, mobile app, and other digital platforms. Diagnose and resolve basic technical problems, including login issues, payment processing, order tracking, and navigation assistance. Escalate complex technical issues to the appropriate teams while ensuring timely and efficient follow-up with customers.

Hiring organization

Flipkart

Date posted

May 20, 2023

Valid through

31.12.2023

APPLY NOW

3. Documentation and Reporting: Maintain detailed and accurate records of customer interactions, inquiries, and resolutions in our ticketing system. Generate reports to track common customer concerns, identify recurring issues, and suggest process improvements. Collaborate with cross-functional teams to provide feedback and contribute to the continuous improvement of our products, services, and customer support processes.

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Flipkart Careers

Requirements:

1. Excellent Communication Skills: Strong verbal and written communication skills to interact with customers professionally and effectively. Ability to explain technical concepts in a clear and concise manner. Active listening skills to understand customer needs and provide appropriate solutions.
2. Customer Service Orientation: Passion for delivering exceptional customer service and creating positive customer experiences. Patience, empathy, and the ability to remain calm under pressure. Proactive approach to problem-solving and a commitment to ensuring customer satisfaction.
3. Technical Aptitude: Basic understanding of digital platforms, e-commerce, and mobile applications. Familiarity with common technical issues related to online shopping, such as account management, payment processing, and order tracking. Ability to learn and adapt to new technologies and systems

Important Links

Find the Link in [Apply Now](#) Button

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