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Flipkart Careers – Jobs Near Me – Customer Care Associate Posts

Hiring organization
Flipkart

Job Location

India

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

Date posted

September 17, 2024

Valid through

31.08.2025

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Base Salary

USD 12 - USD 17

Qualifications

Graduate

Employment Type

Full-time

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Description

Flipkart Careers – Jobs Near Me – Customer Care Associate Posts

About the Job

Join our team as a Customer Care Associate and be a part of India's leading e-commerce company! As a Customer Care Associate, you will be the voice of Flipkart, responsible for providing exceptional customer service and resolving customer queries through various channels. This is an excellent opportunity to develop your skills, work with a dynamic team, and contribute to the growth of our organization.

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Key Responsibilities

Your key responsibilities will include:

- Responding to customer inquiries through phone, email, and chat
- Resolving customer complaints and concerns in a timely and professional manner
- Providing product information and resolving issues related to orders, payments, and deliveries
- Identifying and escalating complex issues to senior team members or other departments as needed
- Maintaining accurate records of customer interactions using our CRM

system

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Requirements

To be successful in this role, you should:

- Have a strong passion for customer service and a willingness to learn
- Possess excellent communication and problem-solving skills
- Be able to work in a fast-paced environment and adapt to changing priorities
- Have a minimum of 12th standard education or equivalent
- Be proficient in English and Hindi (written and spoken)

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Benefits

As a Customer Care Associate at Flipkart, you can expect:

- Competitive salary and benefits package
- Opportunities for career growth and professional development
- Collaborative and dynamic work environment
- Recognition and rewards for outstanding performance

How to Apply

If you're excited about this opportunity, please submit your application through our official website. We can't wait to hear from you!

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