



<https://jobfever.govhelp.in/job/flipkart-recruitment-2023-free-job-alert-call-center-representative-job/>

Flipkart Recruitment 2023 – Free Job Alert – Call Center Representative Job

Hiring organization
Flipkart

Job Location

India
Remote work from: Brazil

Date posted
May 31, 2023

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Valid through
31.12.2023

Base Salary

USD 15,000 - USD 18,000

APPLY NOW

Qualifications

12th Pass / Graduate

Employment Type

Full-time

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Description

Flipkart Recruitment 2023

Flipkart, one of India's leading e-commerce companies, is seeking dedicated and customer-focused individuals to join our team as Call Center Representatives. As a Call Center Representative, you will be the first point of contact for our customers, providing exceptional customer service and resolving their queries or concerns. This is a great opportunity for freshers or entry-level professionals to kick-start their careers in the dynamic world of customer support.

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Flipkart Jobs Near Me

Responsibilities:

1. Customer Assistance: Answer inbound customer calls, chats, and emails promptly and professionally. Address customer inquiries, resolve issues, and provide appropriate solutions while ensuring a high level of customer satisfaction. Handle customer escalations and coordinate with relevant departments to resolve complex issues.
2. Order Tracking and Management: Assist customers in tracking their orders, updating order status, and resolving any delivery-related concerns. Collaborate with logistics partners and internal teams to ensure on-time delivery and seamless order fulfillment. Process order cancellations, returns, and refunds as per company policies and procedures.
3. Product Knowledge: Acquire and maintain in-depth knowledge of Flipkart's

products, services, policies, and processes. Educate customers about product features, pricing, promotions, and any other relevant information to enhance their shopping experience. Provide accurate and up-to-date information to customers.

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Flipkart Careers

Requirements:

1. **Communication Skills:** Excellent verbal and written communication skills in English. Ability to communicate effectively, actively listen to customer concerns, and provide clear and concise information. Proficiency in regional languages is a plus.
2. **Customer Service Orientation:** Strong customer service orientation and a passion for helping people. Ability to empathize with customers, understand their needs, and deliver prompt and effective solutions.
3. **Problem-solving:** Strong problem-solving and decision-making skills. Ability to analyze situations, think critically, and make quick and accurate decisions to resolve customer concerns.

Important Links

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

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