



<https://jobfever.govhelp.in/job/flipkart-recruitment-2023-jobs-near-me-call-center-representative-job/>

Flipkart Recruitment 2023 – Jobs Near Me – 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 12,000 - USD 18,000

APPLY NOW

Qualifications

12th Pass / Graduate

Employment Type

Full-time

Experience

2+ Years Experience Required

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Description

Flipkart Recruitment 2023

Flipkart, one of India's leading e-commerce companies, is seeking enthusiastic and customer-oriented individuals to join our Call Center team as Call Center Representatives. As a Call Center Representative, you will be the voice of Flipkart, assisting customers with their inquiries, resolving issues, and providing exceptional service. This role requires excellent communication skills, problem-solving abilities, and a passion for delivering an exceptional customer experience.

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Flipkart Jobs Near Me

Responsibilities:

1. Customer Support: Handle incoming customer calls, emails, and chats promptly and professionally. Assist customers with their inquiries, including order tracking, product information, and issue resolution. Provide accurate and timely information to ensure customer satisfaction and build strong customer relationships.
2. Problem Resolution: Identify and resolve customer issues effectively and efficiently. Investigate and troubleshoot problems, providing appropriate solutions or escalating complex issues to the relevant teams. Follow-up with

customers to ensure prompt resolution and customer satisfaction.

3. **Product Knowledge:** Develop a comprehensive understanding of Flipkart's products, services, and policies. Stay updated with product changes, promotions, and offers. Provide accurate and detailed information to customers, guiding them through the purchasing process and addressing their concerns.

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Flipkart Careers

Requirements:

1. **Excellent Communication Skills:** Strong verbal and written communication skills to effectively interact with customers and colleagues. Active listening skills to understand customer needs and provide appropriate solutions.
2. **Customer Focus:** A customer-centric approach with a genuine desire to assist and resolve customer issues. Empathy and patience to handle challenging customer situations with professionalism and empathy.
3. **Problem-Solving Abilities:** Strong problem-solving skills to analyze customer issues, identify root causes, and provide effective solutions. Ability to think quickly and make sound decisions under pressure.

Important Links

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

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