



<https://jobfever.govhelp.in/job/flipkart-recruitment-2023-jobs-near-me-customer-support-job/>

## Flipkart Recruitment 2023 – Jobs Near Me – Customer Support Job

**Hiring organization**  
Flipkart

### Job Location

India  
Remote work from: Brazil

**Date posted**  
June 3, 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

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### Description

#### Flipkart Recruitment 2023

Flipkart, India's leading e-commerce platform, is seeking enthusiastic and customer-centric individuals to join our team as Customer Support representatives. As a Customer Support representative, you will be the first point of contact for our valued customers, providing them with exceptional service and support.

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#### Flipkart Jobs Near Me

#### Responsibilities:

1. Customer assistance: Handle inbound customer queries and concerns via phone, email, and chat in a prompt and professional manner. Provide accurate information and assistance regarding product inquiries, order status, delivery updates, returns, refunds, and other customer-related issues. Resolve customer complaints and ensure customer satisfaction.
2. Order management: Process customer orders, including order entry, tracking, and updating order status. Coordinate with various teams, such as logistics and warehouse, to ensure timely and accurate delivery of orders. Proactively communicate with customers regarding any changes or delays in the order status.
3. Troubleshooting and problem-solving: Identify and troubleshoot technical issues or glitches faced by customers while using the Flipkart platform or accessing their accounts. Collaborate with relevant teams to resolve

customer issues effectively. Provide guidance and step-by-step instructions to customers to ensure a smooth and seamless experience.

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#### Flipkart Careers

#### Requirements:

1. Excellent communication skills: Strong verbal and written communication skills to interact with customers in a friendly and professional manner. Active listening skills to understand customer queries and concerns accurately. Proficiency in English and regional languages is beneficial.
2. Customer-centric mindset: Passionate about delivering exceptional customer service and going the extra mile to resolve customer issues. Patience and empathy to handle customer complaints and difficult situations with a positive attitude. Ability to adapt to various customer personalities and maintain composure under pressure.
3. Problem-solving abilities: Strong problem-solving and analytical skills to identify and address customer issues effectively. Ability to think quickly on your feet and provide suitable solutions. Attention to detail to ensure accurate order processing and information sharing.

#### Important Links

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

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