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Myntra Hiring Jobs – Latest Jobs – Customer Service Supervisor For Freshers

Hiring organization
Myntra

Job Location

India
Remote work from: IND

Date posted
January 27, 2024

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Valid through
31.08.2024

Base Salary

USD 14 - USD 27

APPLY NOW

Qualifications

12th Pass / Graduate

Employment Type

Full-time

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Description

Myntra Hiring Jobs

Myntra, India's leading online fashion destination, is seeking a dynamic and results-oriented Customer Service Supervisor to join our growing team. In this role, you'll play a pivotal role in ensuring our customers have seamless and delightful shopping experiences, fostering brand loyalty, and driving business growth.

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Responsibilities:

- Lead and motivate a team of customer service representatives, providing coaching, feedback, and development opportunities.
- Ensure timely and accurate resolution of customer inquiries and complaints across various channels (phone, email, chat).
- Identify and escalate complex issues to the appropriate teams for resolution.
- Analyze customer feedback and trends to identify areas for improvement and implement changes to enhance customer satisfaction.
- Monitor key performance indicators (KPIs) and develop strategies to improve team performance.
- Contribute to the development and implementation of customer service policies and procedures.

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Myntra Jobs For Freshers

Skills:

- Excellent communication and interpersonal skills, both written and verbal.
- Strong leadership and team management skills.
- Problem-solving skills and the ability to think critically.
- Analytical skills and the ability to interpret data.
- Ability to work independently and as part of a team.
- Proficient in MS Office Suite.
- Experience with CRM systems a plus.

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