



<https://jobfever.govhelp.in/job/myntra-recruitment-2023-jobs-alerts-customer-service-representative-posts/>

Myntra Recruitment 2023 – Jobs Alerts – Customer Service Representative Posts

Hiring organization
Myntra

Job Location

India
Remote work from: Brazil

Date posted
June 21, 2023

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Valid through
31.12.2023

Base Salary

USD 13,000 - USD 16,000

APPLY NOW

Qualifications

12th / Graduate

Employment Type

Full-time

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Description

Myntra Recruitment 2023

We are looking for a dedicated and customer-oriented Customer Service Representative to join our team at Myntra. As a Customer Service Representative, you will be the face and voice of our brand, providing exceptional service and support to our customers. This is an exciting opportunity for individuals who have excellent communication skills, a passion for helping others, and thrive in a fast-paced, customer-focused environment.

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Myntra Jobs Near Me

Responsibilities:

- Serve as the first point of contact for customers via phone, email, or chat, addressing inquiries, concerns, and feedback.
- Provide accurate and timely information regarding our products, services, and policies to resolve customer issues effectively.
- Assist customers in navigating our website or mobile app, guiding them through the purchasing process and resolving any technical difficulties.
- Maintain a friendly and professional approach in all customer interactions, ensuring a positive and personalized experience.
- Process customer orders, ensuring accuracy and efficiency throughout the order fulfillment process.
- Track and monitor order status, providing updates to customers and

resolving any delivery-related issues.

- Assist customers with order modifications, cancellations, and returns, following established policies and procedures.
- Coordinate with logistics partners to ensure on-time delivery and address any logistics-related concerns.
- Actively listen to customer concerns, empathize with their experiences, and work towards providing appropriate solutions.
- Handle customer complaints and resolve issues in a timely and efficient manner, aiming to exceed customer expectations.
- Document and maintain accurate records of customer interactions, transactions, and feedback.

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Myntra Careers

Requirements:

- Excellent verbal and written communication skills in English.
- Strong customer service orientation with a genuine desire to assist and support customers.
- Active listening skills and the ability to empathize with customer concerns.
- Strong problem-solving and decision-making abilities.
- Ability to remain calm and composed in challenging situations.
- Proficient in using computer applications and multitasking in a fast-paced environment.
- Familiarity with customer service software, ticketing systems, and CRM tools is a plus.
- Ability to work in rotational shifts, including weekends and holidays.

Important Links

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

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