



<https://jobfever.govhelp.in/job/myntra-recruitment-2023-jobs-near-me-customer-care-agent-posts/>

Myntra Recruitment 2023 – Jobs Near Me – Customer Care Agent Posts

Hiring organization
Myntra

Job Location

India
Remote work from: Brazil

Date posted
June 3, 2023

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Valid through
31.12.2023

Base Salary

USD 15,000 - USD 21,000

APPLY NOW

Qualifications

12th / Graduate

Employment Type

Full-time

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Description

Myntra Recruitment 2023

Myntra is a leading e-commerce platform in India, offering a wide range of fashion and lifestyle products to millions of customers. With a focus on delivering exceptional customer experiences, we strive to provide seamless shopping and excellent customer support. As a Customer Care Agent at Myntra, you will play a crucial role in assisting customers with their inquiries, resolving issues, and ensuring customer satisfaction.

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Myntra Jobs Near Me

Responsibilities:

- Interact with customers via various communication channels, such as phone, email, and chat, providing prompt and friendly assistance.
- Address customer inquiries, concerns, and complaints with professionalism and empathy, aiming to resolve issues effectively and to the customer's satisfaction.
- Assist customers in placing orders, navigating the website or mobile app, and providing guidance on product selection and availability.
- Coordinate with internal teams, such as logistics, warehouse, and vendors, to track and update customers on order status and delivery timelines.
- Process order cancellations, returns, and refunds, following established procedures and ensuring adherence to company policies.

- Collect and document customer feedback, suggestions, and complaints, escalating issues as appropriate to higher-level support or relevant departments.
- Collaborate with internal teams to identify recurring customer issues or trends, providing insights for process improvements and customer-centric solutions.

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Myntra Careers

Requirements:

- Excellent verbal and written communication skills, with the ability to articulate solutions clearly and professionally.
- Strong customer service orientation, with a passion for helping and satisfying customers.
- Active listening skills and the ability to empathize with customer concerns, demonstrating patience and understanding.
- Good problem-solving and decision-making skills, with the ability to think quickly and provide appropriate solutions.
- Familiarity with e-commerce platforms and basic knowledge of fashion and lifestyle products.
- Proficiency in using computer systems and software applications for customer support and data entry.

Important Links

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

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