



<https://jobfever.govhelp.in/job/myntra-recruitment-2023-jobs-near-me-customer-service-staff-post/>

Myntra Recruitment 2023 – Jobs Near Me – Customer Service Staff Post

Hiring organization
Myntra

Job Location

India
Remote work from: Brazil

Date posted
June 15, 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

Join Myntra as a Customer Service Staff and be part of India's leading online fashion and lifestyle platform. We are looking for enthusiastic individuals who are customer-focused, empathetic, and skilled at problem-solving. As a Customer Service Staff, you will play a vital role in ensuring customer satisfaction and enhancing their shopping experience with Myntra.

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Myntra Jobs Near Me

Responsibilities:

1. Customer Support: Interact with customers via phone, email, chat, or social media platforms to address their inquiries, concerns, and feedback. Provide prompt and accurate responses, resolving customer issues related to orders, payments, returns, and product information. Ensure a positive and personalized customer experience throughout the interaction.
2. Order Management: Assist customers with order placement, tracking, and delivery updates. Coordinate with internal teams, logistics partners, and sellers to ensure timely order fulfillment and resolve any delivery-related issues. Handle cancellations, refunds, and exchanges according to established policies and procedures.
3. Problem Resolution: Take ownership of customer issues and follow through to ensure timely resolution. Escalate complex or unresolved issues to the

appropriate teams for further investigation and resolution. Keep accurate records of customer interactions, transactions, and complaints.

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Myntra Careers

Requirements:

1. **Excellent Communication Skills:** Possess exceptional verbal and written communication skills to effectively interact with customers and provide clear and concise information. Active listening skills are crucial for understanding customer needs and addressing their concerns empathetically.
2. **Customer Service Orientation:** Demonstrate a strong customer service mindset with the ability to empathize, build rapport, and handle challenging customer situations with patience and professionalism. Display a customer-first attitude and a commitment to exceeding customer expectations.
3. **Problem-Solving Abilities:** Exhibit strong problem-solving skills to analyze customer issues, identify root causes, and provide appropriate solutions. Adaptability and resourcefulness in handling various customer scenarios. Basic computer literacy and familiarity with e-commerce platforms are desired.

Important Links

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

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