



<https://targetjob.govhelp.in/job/amazon-careers-fast-job-search-customer-service-executive/>

Amazon Careers – Fast Job Search – Customer Service Executive

Hiring organization
Amazon

Job Location

India
Remote work from: IND

Date posted
March 4, 2024

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Valid through
31.08.2024

Base Salary

USD 18 - USD 24

APPLY NOW

Qualifications

12th/Graduate

Employment Type

Full-time

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Description

Amazon Careers

As a Customer Service Associate, you will be the heart and voice of Amazon, directly interacting with our vast customer base. You will play a key role in ensuring a positive and seamless experience for every customer, fostering trust and loyalty for the Amazon brand.

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Responsibilities:

- Respond to customer inquiries promptly and professionally through phone, email, chat, and mobile chat.
- Effectively troubleshoot and resolve a wide range of customer issues, including order processing, product returns, account management, and technical difficulties.
- Research and provide accurate information about Amazon's products, services, and policies.
- Proactively identify and escalate complex customer concerns to the appropriate team.
- Maintain a positive and helpful demeanor, building rapport and fostering customer satisfaction.

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Amazon Careers

Skills:

- Excellent written and verbal communication skills, with the ability to convey complex information clearly and concisely.
- Active listening skills to understand customer needs and concerns.
- Problem-solving skills to identify and resolve customer issues efficiently.
- Ability to work independently and as part of a team in a fast-paced environment.
- Strong computer literacy and proficiency in Amazon's internal systems.

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