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Amazon Careers For Freshers – Latest Job – Office Executive in Amazon

Hiring organization
Amazon

Job Location

India
Remote work from: IND

Date posted
February 20, 2024

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Valid through
31.08.2024

Base Salary

USD 18 - USD 24

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Qualifications

12th/Graduate

Employment Type

Full-time

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Description

Amazon Careers For Freshers

At Amazon, our Call Center Representatives are more than just support agents; they are customer advocates and brand ambassadors. They leverage their product knowledge, problem-solving abilities, and empathy to answer customer inquiries, resolve issues promptly and effectively, and go the extra mile to exceed expectations. They build trust and rapport with customers, becoming their trusted advisors throughout their interactions with Amazon. As part of our team, you'll play a crucial role in upholding Amazon's commitment to customer obsession, contributing to the company's continued success and shaping positive customer experiences across various touchpoints.

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Amazon Jobs near me

Responsibilities:

- Provide prompt and professional support to customers through phone, email, chat, or in-store visits.
- Demonstrate in-depth knowledge of Amazon's products, services, and policies.
- Effectively troubleshoot and resolve customer issues related to orders, accounts, payments, deliveries, and more.
- Offer clear, concise, and accurate information, actively listening to understand customer concerns.

- Escalate complex issues to the appropriate teams when necessary, ensuring timely resolution.
- Proactively identify and address customer concerns, aiming to exceed expectations and build trust.
- Contribute to continuous improvement by suggesting ways to enhance customer service and product offerings.
- Stay up-to-date on Amazon's latest offerings and policies to ensure consistent and accurate information.
- Maintain a positive and professional demeanor, fostering a welcoming and helpful environment for customers.

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Amazon Careers

Skills:

- Strong communication, interpersonal, and problem-solving skills, with fluency in English and Hindi (knowledge of additional languages a plus).
- Customer-centric approach with a genuine desire to help others.
- Ability to learn new information quickly and adapt to changing situations.
- Detail-oriented and organized with a keen eye for accuracy.
- Proficient in basic computer applications (MS Office preferred).
- Ability to work independently and as part of a team in a fast-paced environment.
- Positive attitude and a strong work ethic.

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