



<https://targetjob.govhelp.in/job/amazon-job-vacancy-job-search-customer-care-executive-in-amazon/>

Amazon Job Vacancy – Job Search – Customer Care Executive In Amazon

Hiring organization
Amazon

Job Location

India
Remote work from: IND

Date posted
February 15, 2024

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Valid through
31.08.2024

Base Salary

USD 15 - USD 24

APPLY NOW

Qualifications

12th/Graduate

Employment Type

Full-time

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Description

Amazon Job Vacancy

This is your chance to be a customer hero! You'll be the first point of contact for our valued customers, addressing their inquiries, concerns, and resolving issues with empathy, expertise, and a genuine desire to help. Your clear communication, problem-solving skills, and commitment to exceeding expectations will be key to ensuring every customer interaction is smooth, delightful, and reinforces why they choose Amazon.

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Responsibilities:

- **Be the Customer Advocate:** Respond to customer inquiries across various channels (phone, email, chat) with empathy and genuine care.
- **Resolve Issues Efficiently:** Analyze customer concerns, identify root causes, and offer timely and effective solutions, exceeding expectations.
- **Product & Policy Expertise:** Gain in-depth knowledge of Amazon's products, policies, and procedures to provide accurate and reliable information.
- **Build Trust & Rapport:** Foster positive relationships with customers, actively listen to their feedback, and strive to build trust and loyalty.
- **Performance Champion:** Meet and exceed key performance indicators

(KPIs) such as response time, resolution rate, and customer satisfaction ratings.

- **Embrace Continuous Learning:** Actively participate in training programs and stay updated on Amazon's evolving offerings and policies.

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Amazon Careers

Skills:

- **Exceptional communication skills:** Communicate clearly, concisely, and professionally, both verbally and in writing.
- **Active listening and empathy:** Genuinely understand customer concerns and demonstrate a willingness to go the extra mile.
- **Problem-solving and critical thinking:** Analyze situations effectively, identify root causes, and develop creative solutions.
- **Technical proficiency:** Proficient in using computers and various software applications, including customer service platforms.
- **Time management and organization:** Manage multiple tasks efficiently, prioritize effectively, and meet deadlines consistently.
- **Adaptability and resilience:** Thrive in a fast-paced environment and readily adapt to new situations and information.

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