

Back Office Executive – Private Job – Urgent Hiring in Zepto Company

Hiring organization
Zepto

Job Location

India
Remote work from: IND

Date posted
February 16, 2024

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Valid through
31.08.2024

Base Salary

USD 15 - USD 21

APPLY NOW

Qualifications

12th/Graduate

Employment Type

Full-time

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Description

Back Office Executive

Do you thrive in a fast-paced environment and enjoy ensuring smooth operations behind the scenes? Are you detail-oriented, organized, and possess excellent communication skills? If you're looking for a dynamic role that contributes to Zepto's mission of delivering groceries in 10 minutes, then the Back Office Executive position could be your perfect fit!

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Responsibilities:

- **Be the customer hero:** Address customer inquiries and concerns related to orders, deliveries, refunds, and app functionality, ensuring prompt and effective resolution.
- **Master of information:** Maintain comprehensive knowledge of Zepto policies, promotions, and delivery processes to provide accurate and reliable support.
- **Communication champion:** Build rapport with customers through active listening, empathetic communication, and positive problem-solving.
- **Data detective:** Analyze customer feedback and identify trends to improve service quality and enhance the Zepto experience.
- **Team player:** Collaborate effectively with internal teams, including operations and quality assurance, to ensure smooth customer journeys.

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Zepto Careers

Skills:

- Minimum high school diploma or equivalent.
- Strong organizational and time management skills.
- Excellent attention to detail and accuracy.
- Proficient in basic computer applications (MS Office Suite).
- Effective communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Positive attitude, adaptability, and willingness to learn.

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