

Customer Officer – Job Card – Hiring Vacancy in Zepto

Job Location

India
Remote work from: IND

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Base Salary

USD 15 - USD 21

Qualifications

12th/Graduate

Employment Type

Full-time

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Description

Zepto Careers

Do you possess a passion for exceeding customer expectations and a drive to build lasting relationships? Are you a strategic leader with a deep understanding of customer needs and a proven track record of success in the e-commerce industry? If you thrive in a fast-paced environment and enjoy leading high-performing teams, then joining Zepto as a Customer Officer could be the ideal platform to make a significant impact on a rapidly growing company.

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Responsibilities:

- Develop and implement a comprehensive customer experience (CX) strategy, aligning it with Zepto's overall business objectives.
- Lead a team of customer service representatives, ensuring they possess the knowledge, skills, and resources to deliver exceptional service.
- Establish and maintain clear customer service standards and processes, driving continuous improvement in service quality.
- Analyze customer feedback and data to identify areas for improvement and implement effective solutions to address customer pain points.
- Proactively anticipate and address customer concerns, ensuring timely and efficient resolution of issues.
- Develop and implement customer loyalty programs and initiatives to encourage repeat business and positive word-of-mouth.
- Stay updated on industry trends and best practices in customer service, benchmarking performance against competitors and identifying opportunities for innovation.

Hiring organization

Zepto

Date posted

February 26, 2024

Valid through

31.08.2024

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- Collaborate with other departments, such as marketing, operations, and product development, to ensure a seamless and positive customer journey across all touchpoints.

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Zepto Careers

Skills:

- Exceptional communication and interpersonal skills, with a genuine passion for helping others.
- Strong active listening and problem-solving abilities, with a focus on finding solutions and exceeding customer expectations.
- Proficiency in English communication, both written and spoken.
- Computer literacy and ability to learn and navigate new software systems quickly.
- Time management and organizational skills to handle multiple inquiries efficiently.
- Positive attitude, resilience, and ability to thrive in a dynamic and fast-paced environment.

Tags: Zepto recruitment, job opportunities, career, hiring, job search, job application, Zepto careers, work at Zepto, job openings, job vacancies, job opportunities at Zepto, Zepto jobs, Zepto recruitment 2024, Zepto hiring 2024

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