



<https://targetjob.govhelp.in/job/flipkart-careers-2024-job-search-customer-success-associate-post/>

Flipkart Careers 2024 – Job Search – Customer Success Associate Post

Hiring organization
Flipkart

Job Location

India
Remote work from: IN

Date posted
April 13, 2024

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Valid through
31.12.2024

Base Salary

USD 18\$ - USD 25\$

APPLY NOW

Qualifications

12th/Graduate

Employment Type

Full-time

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Description

Flipkart Careers

About Flipkart

Flipkart, India's leading e-commerce marketplace, has transformed the way millions of Indians shop. We offer a vast selection of products across categories, from fashion and electronics to furniture and groceries, all delivered conveniently to your doorstep. Driven by a passionate team and a commitment to innovation, Flipkart is at the forefront of shaping the future of e-commerce in India.

Why Join Us as a Customer Success Associate?

In this exciting role, you'll play a pivotal role in ensuring our customers have a seamless and delightful shopping experience on Flipkart. As a Customer Success Associate, you'll be the first point of contact for our valued customers, addressing their inquiries, resolving issues, and providing exceptional support.

This role offers a dynamic and fast-paced environment where you'll contribute to Flipkart's growth while developing valuable customer service skills. You'll have the opportunity to work with a talented team, be part of a company that fosters a culture of learning and development, and make a real difference in the lives of millions of Flipkart shoppers.

Position: Customer Success Associate

Company: Flipkart

Location: Remote (Open to applicants across India)

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Flipkart Jobs near me

Job Summary

We're looking for a passionate and customer-centric individual to join our growing Customer Success team! As a Customer Success Associate, you'll be the hero behind the scenes, ensuring our customers have a positive and successful experience on Flipkart. Your responsibilities will include:

- Answering customer inquiries through various channels like phone, email, and chat.
- Proactively resolving customer issues related to orders, deliveries, returns, and account management.
- Providing accurate and up-to-date information on Flipkart policies, products, and services.
- Building rapport with customers and fostering a sense of trust and satisfaction.
- Identifying trends in customer inquiries and feedback to continuously improve the customer experience.
- Contributing to the team by sharing knowledge and best practices.

Key Responsibilities

- Be the first point of contact for Flipkart customers, addressing their inquiries and concerns with empathy and professionalism.
- Utilize your problem-solving skills to effectively resolve customer issues in a timely and efficient manner.
- Demonstrate a strong understanding of Flipkart's policies, products, and services to provide accurate and helpful information.
- Build strong relationships with customers by actively listening to their needs and exceeding their expectations.
- Leverage effective communication skills to clearly explain processes and solutions to customers.
- Maintain a positive and professional demeanor, even in challenging situations.
- Adhere to Flipkart's policies and procedures to ensure consistent and high-quality customer service.

Required Skills and Qualifications

- Excellent communication and interpersonal skills, both written and verbal.
- Ability to actively listen, understand customer concerns, and provide empathetic support.
- Strong problem-solving skills and the ability to think critically to find solutions.
- Proficiency in using computers and navigating various software applications.
- A keen eye for detail and accuracy.
- A positive and enthusiastic attitude with a passion for exceeding customer expectations.
- Ability to work independently and as part of a team.

Experience

This role is open to both freshers and experienced candidates. For freshers, a strong academic background, excellent communication skills, and a willingness to learn are highly valued. For experienced candidates, a minimum of 1 year of experience in customer service or a related field is preferred.

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Flipkart Careers

Why Join Flipkart?

At Flipkart, we believe in creating a work environment that is stimulating, rewarding, and fosters continuous learning. Here are some of the benefits you can enjoy as a Customer Success Associate:

- Competitive salary and benefits package.
- Opportunity to work in a fast-paced and dynamic environment.
- Be part of a talented and passionate team that is shaping the future of e-commerce.
- Comprehensive training and development programs to help you grow your skills and knowledge.
- A positive and collaborative work culture that values your contributions.
- Make a real difference in the lives of millions of Flipkart customers.

Application Process

If you're a passionate and customer-centric individual who thrives in a fast-paced environment, we encourage you to apply! Please submit your resume and a cover letter outlining your skills and motivation for joining Flipkart.

Join Us and Make a Difference!

Become a Customer Success Associate at Flipkart and embark on a rewarding career where you can make a positive impact on our customers' lives. We offer a dynamic work environment, excellent growth opportunities, and the chance to be part of a company that is revolutionizing the e-commerce landscape in India.

General Overview

As a Customer Success Associate at Flipkart, you'll play a vital role in ensuring our customers have a smooth and enjoyable shopping experience

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