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Meesho Jobs – Job Search – Job Recruitment For Customer Service in IN

Hiring organization
Meesho

Job Location

India

Remote work from: IN; US; AU; NZ; HK; JP; KZ; MY; SG; TW; TH; UZ; VN; AT; BY; BE; DK; FR; DE; GR; NL; RU; ES; CH; UK; GB; DZ; KW; MA; QA; SA; MX; AE; CA; GT; DO

Date posted

September 17, 2024

Valid through

31.12.2024

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Base Salary

USD 11 - USD 23

Qualifications

12th Pass, Graduate, Post Graduate

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Employment Type

Full-time

Description

Meesho Recruitment 2024

About Meesho

Job Title: Customer Service Executive

Location: Remote / Various Locations (India)

Department: Customer Support

Company: Meesho

Job Overview:

Meesho is looking for proactive and customer-focused individuals to join our **Customer Service team**. As a **Customer Service Executive**, you will be the first point of contact for customers, assisting them with inquiries, resolving issues, and ensuring a positive shopping experience. This position is open to both experienced professionals and freshers who are passionate about delivering excellent customer service.

Key Responsibilities:

- Respond to customer inquiries via phone, email, and chat, providing accurate and timely information.
- Resolve customer complaints and issues related to orders, payments, returns, and product information.
- Collaborate with internal teams to address customer concerns and ensure a smooth shopping experience.
- Maintain records of customer interactions, transactions, comments, and complaints in the company's CRM system.
- Assist in processing returns, refunds, and exchanges according to company policies.
- Stay up-to-date on company products, promotions, and services to effectively assist customers.
- Escalate unresolved issues to the appropriate departments and follow up until resolution.
- Work closely with the team to continuously improve customer service procedures and satisfaction levels.
- Provide feedback to management about recurring customer issues and suggest improvements.

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Qualifications and Skills:

- **Educational Background:** High school diploma or equivalent required. A bachelor's degree is preferred but not mandatory.
- **Experience:** Prior experience in customer service or a related field is an advantage. Freshers with good communication skills are also encouraged to apply.
- **Skills Required:**
 - Excellent verbal and written communication skills in English. Proficiency in regional languages is a plus.
 - Strong problem-solving skills and the ability to handle difficult customers with patience.
 - Ability to manage multiple customer queries efficiently and provide timely resolutions.
 - Basic computer literacy, including experience with customer service tools and CRM systems.
 - A positive attitude with a customer-first approach.
 - Ability to work in a fast-paced environment and adapt to changing priorities.

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Additional Information:

- **Work Hours:** Full-time or part-time with flexible shifts depending on the role.
- **Benefits:** Competitive salary, work-from-home flexibility, health benefits, and opportunities for professional growth.
- **Application Process:** Interested candidates should apply via the Meesho Careers portal by submitting their resume and a cover letter. Selected candidates will undergo interviews and assessments.

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