

Zepto Careers – Job Card – BPO Executive

Job Location

India
Remote work from: IND

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Base Salary

USD 14 - USD 22

Qualifications

12th/Graduate

Employment Type

Full-time

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Description

Urgent Hiring in Zepto

Join Zepto, India's fastest-growing grocery delivery app, as a BPO Executive (Customer Support) and be the smiling voice behind seamless online grocery experiences! This exciting opportunity offers freshers like you the chance to contribute to Zepto's mission of revolutionizing grocery shopping, develop valuable customer service skills, and be part of a team building the future of retail.

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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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Hiring organization

Zepto

Date posted

February 10, 2024

Valid through

31.08.2024

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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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