

Zepto Careers - Job Card - Customer Service Trainee

Hiring organization
Zepto

Job Location

India
Remote work from: IND

Date posted
February 23, 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

Zepto Careers

Do you have a passion for helping people and thrive in a fast-paced environment? Are you detail-oriented, tech-savvy, and eager to learn new things? If so, then joining Zepto as a Customer Service Trainee could be the perfect opportunity to launch your career in a dynamic and growing industry!

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Responsibilities:

- Respond promptly and professionally to customer inquiries via phone, email, chat, or social media.
- Troubleshoot order-related issues, ensuring timely resolution and customer satisfaction.
- Provide accurate and helpful information about products, delivery processes, and promotions.
- Actively listen to customer feedback, identify areas for improvement, and escalate concerns when necessary.
- Maintain a positive and helpful attitude, building trust and rapport with customers.
- Adhere to company policies and procedures, ensuring consistent service quality.
- Contribute to improving customer service processes by suggesting new solutions and best practices.

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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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