

Zepto Careers – Jobs Near Me – Customer Care Agent Jobs

Hiring organization
Zepto

Job Location

India
Remote work from: IND

Date posted
February 16, 2024

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Valid through
31.08.2024

Base Salary

USD 14 - USD 21

APPLY NOW

Qualifications

12th/Graduate

Employment Type

Full-time

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Description

Zepto Careers

This exciting role offers the chance to make a real difference in people's lives, one delivery at a time. You'll be the first point of contact for Zepto's diverse customer base, addressing queries, resolving concerns, and guiding them through our app with lightning speed. Your ability to think on your feet, provide clear and concise solutions, and maintain a positive demeanor even under pressure will be essential to ensuring our customers get their groceries faster than ever before.

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Zepto Jobs near me

Responsibilities:

- **Speed Demon:** Respond to customer inquiries across various channels (phone, email, chat) with blazing-fast efficiency, meeting our stringent response time targets.
- **Problem Solver:** Actively listen to customer concerns, identify root causes, and offer timely and effective solutions within the 10-minute delivery window.
- **Order Champion:** Track and manage customer orders, providing updates, addressing issues, and ensuring a smooth and hassle-free shopping experience.
- **App Guru:** Navigate the Zepto app with expertise, guiding customers through features, functionalities, and troubleshooting any technical issues.
- **Brand Ambassador:** Represent Zepto with professionalism and enthusiasm, fostering positive brand perception and building trust with customers.
- **Growth Partner:** Share valuable customer feedback with relevant

teams, contributing to continuous improvement of the Zepto experience.

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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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