



<https://targetjob.govhelp.in/job/zepto-job-vacancy-job-recruitment-customer-support-analyst/>

Zepto Job Vacancy – Job Recruitment – Customer Support Analyst

Hiring organization

Zepto

Job Location

India

Remote work from: IND

Date posted

March 8, 2024

Valid through

31.08.2024

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Base Salary

USD 17 - USD 24

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Qualifications

12th/Graduate

Employment Type

Full-time

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Description

Zepto Job Vacancy

This is an exciting opportunity for a customer service enthusiast to launch a fulfilling career in the fast-growing world of quick commerce. You'll be the voice of Zepto for our valued customers, providing exceptional support through various channels (phone, email, chat) and ensuring a smooth and delightful experience throughout their Zepto journey.

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Responsibilities:

- Provide exceptional customer service via phone, email, and chat, adhering to Zepto's high standards.
- Actively listen to customer concerns, understand their needs, and identify the root cause of any issues related to orders, deliveries (delays, errors), payments, refunds, app functionality, or Zepto services.
- Resolve customer inquiries and complaints promptly and efficiently, following established policies and procedures.
- Offer clear and concise explanations, providing solutions and guidance to ensure customer satisfaction.
- Collaborate with internal teams (delivery, operations, etc.) as needed to ensure timely resolution of complex issues.
- Proactively identify trends in customer inquiries and feedback, and

communicate potential improvements to enhance the customer experience.

- Maintain accurate records of customer interactions and document solutions effectively.
- Stay updated on Zepto's features, policies, and delivery areas to provide accurate and helpful information to customers.

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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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