

Amazon Careers 2023 – All India Jobs – Call Center Representative Post

Hiring organization
Amazon

Job Location

India
Remote work from: Brazil

Date posted
July 14, 2023

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Valid through
31.12.2023

Base Salary

Rs. 12,000 - Rs. 17,000

APPLY NOW

Qualifications

12th Pass, Graduate.

Employment Type

Full-time

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[Fresher and Experience Candidates Required: Click Here to Apply Now!](#)

Description

Amazon Recruitment 2023

We are looking for enthusiastic and customer-focused Call Center Representatives to join our team at Amazon. As a Call Center Representative, you will be the first point of contact for our customers, providing exceptional service and resolving their inquiries and concerns.

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Amazon Careers

Responsibilities:

1. Customer Service: Handle inbound and outbound calls, responding to customer inquiries, concerns, and requests promptly and professionally. Provide accurate and reliable information about products, services, and company policies. Assist customers in troubleshooting and resolving issues to ensure their satisfaction.
2. Order Management: Process customer orders, including order entry, tracking, and delivery updates. Collaborate with various internal teams to ensure timely and accurate order fulfillment. Address and resolve any issues related to order status, billing, or returns, ensuring a smooth customer experience.
3. Problem Resolution: Listen attentively to customer concerns, showing empathy and understanding. Identify and analyze the root cause of issues and provide appropriate solutions or escalate to the relevant department for further assistance. Document customer interactions and maintain accurate records of customer inquiries and resolutions.

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Skills:

1. Excellent Communication Skills: Strong verbal and written communication skills to effectively interact with customers and provide clear and concise information. Active listening skills to understand customer needs and concerns.
2. Customer Focus: Demonstrated commitment to providing exceptional customer service. Ability to empathize with customers and show patience and professionalism even in challenging situations. Strong problem-solving skills to resolve customer issues efficiently and effectively.
3. Computer Proficiency: Basic computer skills, including proficiency in navigating various software applications, internet browsing, and email management. Familiarity with customer service software and CRM systems is advantageous.

Important Links