



<https://govhelp.in/job/client-service-specialist-flipkart-recruitment-2023-in-mumbai-ins-hamla/>

## Client Service Specialist – Flipkart Recruitment 2023 In Mumbai, Ins Hamla

**Hiring organization**  
Flipkart

### Job Location

Ins Hamla, 400095, Mumbai, Maharashtra, India

**Date posted**  
June 3, 2023

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**Valid through**  
31.12.2023

### Base Salary

USD. 11,500 - USD. 17,200

**APPLY NOW**

### Qualifications

12th Pass, Graduate.

### Employment Type

Full-time

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### Description

## Flipkart Recruitment 2023

Job Title: Client Service Specialist

Company: Flipkart Pvt. Ltd.

Location: Mumbai, Ins Hamla

Job Description:

Flipkart Pvt. Ltd., a leading e-commerce company, is seeking dedicated and customer-oriented individuals for the position of Client Service Specialist. As a Client Service Specialist, you will be responsible for providing exceptional service to our valued clients and ensuring their satisfaction throughout their journey with Flipkart. This is an exciting opportunity for individuals who are passionate about customer service and thrive in a fast-paced and dynamic work environment.

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Flipkart Careers

### Responsibilities:

1. Client Relationship Management: Build and maintain strong relationships with clients, acting as their primary point of contact. Understand their requirements, address their queries, and provide timely and accurate solutions. Proactively engage with clients to identify their needs and

opportunities for upselling or cross-selling.

2. **Order Management:** Handle order processing and fulfillment for clients, ensuring accuracy and adherence to service level agreements. Coordinate with internal teams, such as logistics and warehouse, to ensure smooth order delivery and resolve any issues that may arise. Keep clients informed about order status and updates.
3. **Issue Resolution:** Address client concerns and complaints in a professional and timely manner. Investigate issues, determine root causes, and implement appropriate corrective actions. Collaborate with internal teams to resolve complex problems and provide satisfactory resolutions to clients.
4. **Client Performance Monitoring:** Track and analyze client performance metrics, such as sales, order fulfillment, and customer satisfaction. Identify trends and patterns to provide insights and recommendations for improving client performance. Proactively identify opportunities to enhance the client experience and drive growth.
5. **Documentation and Reporting:** Maintain accurate records of client interactions, transactions, and communications in the company's CRM system. Prepare regular reports on client performance, highlighting achievements, challenges, and actionable insights. Provide input to management on client-related strategies and initiatives.

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Flipkart Jobs Near Me

#### **Qualifications:**

- Bachelor's degree or equivalent in any discipline.
- Strong interpersonal and communication skills, both verbal and written.
- Customer-centric mindset with a passion for delivering exceptional service.
- Excellent problem-solving and conflict resolution abilities.
- Ability to multitask, prioritize, and manage time effectively.
- Proficient in using CRM software and other relevant tools.
- Strong analytical skills and the ability to derive insights from data.
- Knowledge of e-commerce industry trends and best practices.
- Flexibility to work in shifts, including weekends and holidays, as per business requirements.

#### **Important Links**

**Find the Link in [Apply Now](#) Button**

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