



<https://govhelp.in/job/flipkart-hiring-jobs-freshers-jobs-customer-service-trainee-in-flipkart/>

## Flipkart Hiring Jobs – Freshers Jobs – Customer Service Trainee in Flipkart

**Hiring organization**  
Flipkart

### Job Location

India  
Remote work from: IND

**Date posted**  
January 25, 2024

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**Valid through**  
31.08.2024

### Base Salary

USD. 11 - USD. 20

APPLY NOW

### Qualifications

12th Pass, Graduate

### Employment Type

Full-time

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### Description

## Flipkart Hiring Jobs

As a Customer Service Trainee, you'll be the voice of Flipkart, building positive relationships with our customers and ensuring their experience is seamless and joyful. You'll be at the frontlines of resolving queries, guiding buyers through their journey, and turning potential roadblocks into opportunities to exceed expectations.

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### Flipkart Jobs Near Me

#### Responsibilities:

- Respond to customer inquiries across various channels – phone, email, chat – with promptness, empathy, and accuracy.
- Investigate and resolve customer concerns regarding orders, refunds, returns, deliveries, and product-related issues.
- Proactively educate customers about Flipkart policies, product features, and promotional offers.
- Maintain detailed records of interactions and follow established protocol for resolution.
- Collaborate with internal teams to ensure timely and efficient problem-solving for complex situations.
- Gather customer feedback and identify potential areas for improvement in the customer experience.

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## Flipkart Careers

### Skills:

- Excellent communication and interpersonal skills, with the ability to build rapport and trust with customers.
- Strong problem-solving abilities and a passion for finding solutions.
- Active listening skills and empathy towards customer concerns.
- Proficiency in written and verbal English. Fluency in additional languages a plus.
- Computer literacy and adeptness in learning new software and systems.
- Minimum graduation from any recognized University (Freshers welcome!).
- Strong analytical and time-management skills.

### Tags:

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### Important Links

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