

Flipkart Recruitment 2023 – Jobs Alerts – Help Desk Posts

Job Location

India
Remote work from: Brazil

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Base Salary

USD. 12,000 - USD. 16,500

Qualifications

12th Pass, Graduation.

Employment Type

Full-time

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Description

Flipkart Recruitment 2023

We are seeking a friendly and customer-oriented Help Desk Representative to join our team at Flipkart. As a Help Desk Representative, you will be the first point of contact for our customers, providing assistance and resolving their queries and concerns. Your exceptional communication skills, problem-solving abilities, and dedication to customer satisfaction will contribute to delivering a positive and seamless customer experience. This role offers an exciting opportunity to work in a fast-paced and customer-centric environment.

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Flipkart Jobs Near Me

Responsibilities:

1. Customer Support: Provide prompt and efficient assistance to customers through various channels, including phone, email, and chat. Answer customer inquiries, troubleshoot problems, and resolve complaints in a courteous and professional manner. Ensure high customer satisfaction by delivering exceptional service and exceeding customer expectations.
2. Issue Resolution: Effectively diagnose and resolve customer issues by gathering relevant information, conducting research, and utilizing available resources. Escalate complex or unresolved issues to the appropriate teams and follow up to ensure timely resolution. Maintain accurate and detailed records of customer interactions and issue resolutions.
3. Product Knowledge and Guidance: Develop a deep understanding of Flipkart's products, services, and policies to provide accurate information and guidance to customers. Assist customers in navigating the website, placing orders, tracking shipments, and utilizing self-service tools.

Hiring organization

Flipkart

Date posted

June 5, 2023

Valid through

31.12.2023

APPLY NOW

Proactively identify opportunities to educate customers about additional services and features that may enhance their shopping experience.

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Flipkart Careers

Skills:

1. **Excellent Communication Skills:** Strong verbal and written communication skills to effectively interact with customers and convey information clearly and concisely. Active listening skills to understand customer needs and provide appropriate solutions.
2. **Problem-solving Abilities:** Strong analytical and problem-solving skills to assess customer issues, identify root causes, and propose effective solutions. Ability to remain calm and composed in challenging situations and handle customer complaints with empathy and professionalism.
3. **Customer Focus:** Dedication to providing exceptional customer service and ensuring customer satisfaction. Patience, empathy, and a positive attitude to build rapport with customers and address their needs effectively.

Important Links

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

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