



<https://govhelp.in/job/zepto-recruitment-2023-free-job-alert-customer-experience-agent-post/>

Zepto Jobs 2023 – Free Job Alert – Customer Experience Agent Post

Hiring organization
Zepto

Job Location

India
Remote work from: Brazil

Date posted
May 26, 2023

Valid through
31.12.2023

Base Salary

USD. 10,200 - USD. 16,500

APPLY NOW

Qualifications

Graduate, 12th Pass

Employment Type

Full-time

Description

Zepto Recruitment 2023

As a Customer Experience Agent, your primary responsibility will be to ensure exceptional customer satisfaction and provide top-notch service to our clients. You will serve as the main point of contact for customers, addressing their inquiries, resolving issues, and delivering a positive customer experience.

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Zepto Jobs Near Me

Responsibilities:-

- Respond promptly and courteously to customer inquiries via various channels such as phone, email, live chat, or social media.
- Investigate and troubleshoot customer issues or complaints, striving for prompt and effective resolution.
- Develop a deep understanding of the company's products or services to provide accurate information and assist customers effectively. Stay updated on product features, pricing, policies, and procedures to provide relevant assistance and recommendations.
- Actively gather customer feedback, suggestions, and complaints. Document and report customer insights, trends, and recurring issues to the appropriate teams to improve products, services, and overall customer experience.
- Continuously identify opportunities for process improvement to enhance efficiency and customer satisfaction.

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Zepto Careers

Qualifications:-

- High school diploma or equivalent; Bachelor's degree preferred.
- Proven customer service experience in a fast-paced environment.
- Excellent communication skills, both verbal and written.
- Strong problem-solving and decision-making abilities.
- Empathetic and patient approach towards customers.
- Ability to multitask, prioritize, and manage time effectively.
- Proficient in using customer support tools and CRM systems.

Important Links

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

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