

Amazon Jobs Part Time/ Customer Relationship Manager – Amazon Work From Home

Hiring organization
Amazon

Job Location

India
Remote work from: IND

Date posted
February 3, 2024

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Valid through
31.08.2024

Base Salary

USD 15 - USD 29

APPLY NOW

Qualifications

12th Passed & Graduate

Employment Type

Full-time, Work From Home

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Description

Amazon Jobs Part Time

As a CRM at Amazon, you will play a pivotal role in fostering positive relationships with our valued customers. You will be responsible for understanding their needs, providing exceptional service, and proactively addressing any concerns they may have. You will also work closely with internal teams to ensure a seamless and positive customer experience across all touchpoints.

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Amazon Careers

Responsibilities:

- **Build and nurture relationships:** Establish rapport with customers, understand their needs and preferences, and provide personalized support.
- **Resolve customer issues:** Proactively identify and address customer concerns, escalate complex issues when needed, and work towards achieving positive resolutions.
- **Drive customer satisfaction:** Monitor customer sentiment, identify areas for improvement, and implement strategies to enhance satisfaction and loyalty.
- **Maintain accurate records:** Document customer interactions, track resolutions, and ensure all customer data is handled securely and confidentially.
- **Collaborate effectively:** Work closely with internal teams, including sales, operations, and customer service, to ensure a seamless and consistent customer experience.

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Amazon Jobs Near Me

Skills:

- Excellent communication and interpersonal skills, with the ability to build rapport and trust with customers.
- Strong problem-solving and analytical skills, with the ability to identify and resolve complex customer issues.
- Customer-centric mindset, with a passion for exceeding expectations and delivering exceptional service.
- Ability to work independently and as part of a team, with a strong commitment to deadlines and accuracy.
- Proficient in Microsoft Office Suite and CRM software.

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