

Amazon Jobs Part Time/ Customer Service Manager – Amazon Freshers Jobs

Hiring organization
Amazon

Job Location

India
Remote work from: IND

Date posted
February 16, 2024

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Valid through
31.08.2024

Base Salary

USD 15 - USD 29

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Qualifications

12th Passed & Graduate

Employment Type

Full-time, Work From Home

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Description

Amazon Jobs Part Time

As a Customer Service Manager at Amazon, you'll be responsible for leading a team of dedicated professionals who are committed to providing exceptional customer service. You'll coach, mentor, and empower your team members to achieve their full potential, while also driving operational excellence and continuous improvement. You'll play a vital role in ensuring that Amazon delivers a seamless and positive experience for every customer, every time.

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Amazon Careers

Responsibilities:

- Lead and manage a team of customer service representatives, providing coaching, mentorship, and performance feedback.
- Develop and implement strategies to improve team performance, efficiency, and customer satisfaction.
- Analyze customer feedback, identify trends, and recommend solutions to address pain points and improve the customer experience.
- Escalate complex customer issues to the appropriate resources and ensure timely resolution.
- Partner with cross-functional teams to optimize customer service processes and systems.
- Stay up-to-date on industry best practices and Amazon's customer service policies and procedures.

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Skills:

- Strong leadership and team management skills, with the ability to motivate and inspire others.
- Excellent communication, interpersonal, and conflict resolution skills.
- Data-driven approach to problem-solving and continuous improvement.
- Ability to work effectively in a fast-paced, dynamic environment.
- Proficient in Microsoft Office Suite and other relevant software tools.
- Familiarity with customer service metrics and key performance indicators (KPIs).

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