

Amazon Jobs Part Time/ Customer Service Trainee – Amazon Work From Home

Hiring organization
Amazon

Job Location

India
Remote work from: IND

Date posted
January 29, 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 Trainee at Amazon, you'll be the first line of support for our diverse customer base. You'll play a crucial role in ensuring their satisfaction by resolving inquiries, addressing concerns, and building positive relationships. This is a fantastic opportunity to develop valuable skills in a fast-paced, dynamic environment, while contributing to Amazon's commitment to world-class customer service.

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Amazon Careers

Responsibilities:

- Provide prompt and effective support to customers via phone, email, and chat, addressing a wide range of inquiries related to orders, products, and account issues.
- Actively listen to customer concerns, empathize with their needs, and work collaboratively to find solutions that exceed their expectations.
- Proactively research and identify relevant information to troubleshoot problems and provide accurate, clear explanations.
- Build trust and rapport with customers, fostering positive relationships and maintaining professionalism throughout every interaction.
- Continuously learn and adapt to new policies, procedures, and product knowledge through ongoing training and development programs.

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Skills & Qualifications:

- **Excellent communication and interpersonal skills:** You should be able to actively listen, clearly articulate information, and build rapport with customers from diverse backgrounds.
- **Problem-solving and analytical skills:** The ability to think critically, identify the root cause of issues, and find creative solutions is key.
- **Strong written and verbal communication skills:** You'll need to communicate effectively in both written and verbal formats, ensuring clarity, accuracy, and professionalism.
- **Positive attitude and customer-centric mindset:** A passion for helping others and exceeding expectations is essential for success in this role.
- **Tech-savvy and adaptable:** Familiarity with computers and various software applications is an advantage.

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