

<https://jobroll.govhelp.in/job/amazon-jobs-part-time-help-desk-amazon-work-from-home/>

Amazon Jobs Part Time/ Help Desk – Amazon Work From Home

Hiring organization
Amazon

Job Location

India
Remote work from: IND

Date posted
February 13, 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 Help Desk Specialist at Amazon, you'll be the first line of defense for our valued customers, providing prompt and effective assistance with their inquiries and concerns. You'll play a crucial role in ensuring their satisfaction and building trust in the Amazon brand. This is a fast-paced, dynamic environment where you'll learn new things every day and contribute directly to Amazon's success.

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Amazon Careers

Responsibilities:

- Respond to customer inquiries promptly and professionally via phone, email, and chat.
- Troubleshoot customer issues related to Amazon products, services, and accounts.
- Research and provide accurate information and solutions to customer problems.
- Escalate complex issues to the appropriate team for further resolution.
- Maintain detailed records of customer interactions and resolutions.
- Proactively identify opportunities to improve the customer experience.
- Contribute to the continuous improvement of Help Desk processes and procedures.

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Skills & Qualifications:

- Excellent communication and interpersonal skills, both written and verbal.
- Ability to listen actively and understand customer needs and concerns.
- Strong problem-solving and analytical skills.
- Proficient in using computers and navigating various software applications.
- Ability to work independently and as part of a team.
- Detail-oriented and organized with excellent time management skills.
- A commitment to providing exceptional customer service.
- High school diploma or equivalent required.
- Previous customer service experience preferred.

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