

Amazon Recruitment 2024 - Job Change - Customer Service Supervisor Post

Hiring organization
Amazon

Job Location

India
Remote work from: India

Date posted
December 22, 2023

Valid through
31.03.2024

Base Salary

USD 15,300 - USD 20,800

APPLY NOW

Qualifications

12th Passed & Graduate

Employment Type

Full-time

Description

Amazon Recruitment 2024

Amazon, one of the world's largest online retailers, is seeking a seasoned and results-driven Customer Service Supervisor to join our team. As a Customer Service Supervisor, you will play a pivotal role in leading, motivating, and empowering a team of customer service representatives to deliver exceptional customer service. You will be responsible for overseeing the day-to-day operations of the customer service team, ensuring adherence to service standards, and driving continuous improvement in customer satisfaction.

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Amazon Careers

Responsibilities:

- Lead and manage a team of customer service representatives, providing coaching, training, and feedback to enhance their skills and performance
- Oversee the customer service process, ensuring timely and effective resolution of customer inquiries and issues
- Monitor customer service metrics, identifying areas for improvement and implementing corrective actions
- Adhere to Amazon's service standards and quality assurance procedures
- Handle complex customer inquiries and complaints, escalating critical issues to higher management when necessary
- Foster a positive and collaborative work environment, motivating and empowering team members to achieve their full potential
- Contribute to the development and implementation of customer service strategies and initiatives
- Stay up-to-date on Amazon's products, services, and policies to provide accurate and consistent information to customers

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Amazon Jobs Near Me

Skills:

- Proven track record of success in a customer service leadership role
- Exceptional leadership and management skills, with the ability to motivate, inspire, and empower a team
- Strong communication and interpersonal skills, with the ability to build rapport and establish trust with team members and customers
- Excellent problem-solving and decision-making skills
- Ability to handle multiple priorities simultaneously and manage a fast-paced environment
- Proficient in Microsoft Office Suite and customer relationship management (CRM) software
- Ability to work independently and as part of a team

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

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