



<https://jobroll.govhelp.in/job/flipkart-recruitment-2024-job-vacancy-customer-service-representative-post/>

## Flipkart Recruitment 2024 – Job Vacancy – Customer Service Representative Post

**Hiring organization**  
Flipkart

### Job Location

India  
Remote work from: India

**Date posted**  
January 12, 2024

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**Valid through**  
31.08.2024

### Base Salary

USD 12,500 - USD 19,500

APPLY NOW

### Qualifications

12th Passed / Any Graduate

### Employment Type

Full-time

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### Description

## Flipkart Recruitment 2024

At Flipkart, we believe in transforming the way people shop online by providing a seamless and enjoyable customer experience. As a Customer Service Representative, you will play a pivotal role in ensuring our customers receive unparalleled service and assistance, contributing to our commitment to customer satisfaction.

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### Flipkart Careers

#### Responsibilities:

- **Customer Engagement:**
  - Respond promptly to customer inquiries, addressing concerns or issues with a positive and empathetic attitude.
  - Provide accurate information about products, services, and order status, ensuring a clear understanding for the customer.
  - Proactively engage with customers to gather feedback and insights, contributing to ongoing improvements in our service quality.
- **Problem Resolution:**
  - Investigate and resolve customer complaints and issues promptly, striving for first-contact resolution.
  - Collaborate with internal teams to ensure swift resolution of escalated matters, keeping the customer informed throughout the process.

- Identify recurring issues and work towards implementing long-term solutions to enhance overall customer satisfaction.
- **Communication and Documentation:**
  - Maintain detailed and accurate records of customer interactions, transactions, comments, and complaints.
  - Communicate effectively with customers via various channels, including phone, email, and chat, adapting your communication style to suit the customer's needs.

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## Flipkart Jobs Near Me

### Skills:

- **Excellent Communication:**
  - Strong verbal and written communication skills to effectively convey information and resolve customer concerns.
  - Ability to adapt communication style to suit various customer personalities and situations.
- **Problem-Solving:**
  - Proven ability to analyze situations, identify problems, and present viable solutions.
  - Critical thinking skills to assess and resolve complex customer issues efficiently.
- **Customer Focus:**
  - A genuine passion for customer service and a commitment to exceeding customer expectations.
  - Ability to empathize with customers and demonstrate patience and understanding.

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

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