

Customer Service Posts – Myntra Careers 2023 – 2+ Years Experience Required

Hiring organization
Myntra

Job Location

India
Remote work possible

Date posted
July 4, 2023

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Valid through
30.09.2025

Base Salary

Rs. 25,000 - Rs. 50,000

APPLY NOW

Qualifications

12th, Graduate

Employment Type

Full-time

Experience

2+ Years Experience Required

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Description

Myntra Jobs in India

Job Description: Myntra, a leading online fashion and lifestyle retailer, is seeking enthusiastic and customer-oriented individuals to join our Customer Service team. As a Customer Service Representative, you will be the voice of Myntra, providing exceptional support and assistance to our valued customers. Your friendly demeanor, problem-solving skills, and passion for delivering excellent service will contribute to our goal of ensuring a seamless shopping experience for our customers.

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Myntra Careers

Responsibilities:

- Responsibilities:
 1. Serve as the primary point of contact for customers, assisting them with inquiries, order tracking, product information, and issue resolution through various communication channels such as phone, email, chat, and social media.
 2. Respond promptly and professionally to customer queries, complaints, and requests, ensuring accurate information is provided and resolving issues in a timely manner.
 3. Provide personalized and empathetic assistance to customers, understanding their needs and offering appropriate solutions, recommendations, and alternatives.

4. Collaborate closely with internal teams such as logistics, warehouse, and quality assurance to ensure timely delivery, product availability, and smooth order fulfillment.
5. Maintain accurate and up-to-date customer records, order details, and interactions in the CRM system.
6. Stay updated on the latest product offerings, promotions, and company policies to provide accurate and comprehensive information to customers.
7. Proactively identify opportunities to enhance the customer experience, such as suggesting improvements to processes, policies, or website usability.
8. Handle escalations and customer complaints with professionalism and empathy, ensuring effective resolution and customer satisfaction.
9. Assist customers with returns, exchanges, and refunds, following established guidelines and procedures.
10. Continuously strive to meet and exceed customer service targets, including response time, customer satisfaction, and quality metrics.
- 11.

Skills and Qualifications:

1. Excellent verbal and written communication skills in English. Proficiency in additional regional languages is a plus.
2. Strong customer service orientation with a friendly and approachable demeanor.
3. Active listening skills to understand customer needs and provide appropriate solutions.
4. Ability to remain calm and composed while handling difficult or irate customers.
5. Good problem-solving and decision-making abilities, with a focus on finding solutions that balance customer satisfaction and business objectives.
6. Familiarity with e-commerce platforms and online shopping processes.
7. Basic computer skills, including proficiency in MS Office and the ability to navigate multiple software applications simultaneously.
8. Strong multitasking and time management skills, with the ability to handle high call volumes and prioritize tasks effectively.
9. Attention to detail and accuracy in data entry and documentation.
10. Ability to work in a team environment and collaborate effectively with colleagues from different departments.

Qualifications and Experience:

- A bachelor's degree in any discipline is preferred.
- Prior experience in customer service or related roles is an advantage but not mandatory.
- Freshers with a passion for customer service and strong communication skills are encouraged to apply.

Important Links

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

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