



<https://jobquest.jobsworld.com/job/flipkart-recruitment-2023-free-job-alert-customer-officer-post/>

## Flipkart Recruitment 2023 - Free Job Alert - Customer Officer Post

**Hiring organization**  
Flipkart

### Job Location

India  
Remote work from: IND

**Date posted**  
July 4, 2023

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**Valid through**  
30.09.2025

### Base Salary

Rs. 15,000 - Rs. 20,000

APPLY NOW

### Qualifications

10th, 12th Passed

### Employment Type

Full-time, Work From Home

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### Description

## Flipkart Recruitment 2023

Job Description: Flipkart is seeking dedicated and customer-centric individuals to join our team as Customer Officers. As a Customer Officer, you will be the first point of contact for our valued customers, providing exceptional service and support. Your main responsibility will be to address customer inquiries, resolve issues, and ensure a positive shopping experience. This is an exciting opportunity for freshers who are passionate about customer service and thrive in a fast-paced e-commerce environment.

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### Flipkart Careers

Responsibilities:

1. Act as the primary point of contact for customers, promptly responding to inquiries and providing accurate information.
2. Assist customers in navigating the Flipkart platform, helping them with product searches, order placement, and tracking.
3. Handle and resolve customer complaints, issues, and escalations with empathy and professionalism.
4. Provide product recommendations and guidance to customers based on their needs and preferences.
5. Collaborate with internal teams to ensure timely resolution of customer queries, including logistics, payments, and technical support.

6. Maintain accurate and detailed records of customer interactions and transactions in the customer relationship management (CRM) system.
7. Proactively identify opportunities to enhance the customer experience and provide feedback to improve processes and services.
8. Stay up-to-date with product knowledge, promotions, and policies to effectively address customer inquiries and concerns.
9. Meet or exceed key performance indicators (KPIs) such as customer satisfaction scores, response times, and first-call resolutions.
10. Continuously strive to deliver excellent customer service and contribute to a positive and supportive team environment.

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## Flipkart Jobs Near Me

Skills and Qualifications:

1. Excellent verbal and written communication skills in English and any other regional language.
2. Strong customer service orientation with a friendly and professional demeanor.
3. Active listening skills to understand customer needs and provide appropriate solutions.
4. Patience and empathy when dealing with customer concerns and complaints.
5. Ability to multitask and navigate computer systems and software efficiently.
6. Basic knowledge of e-commerce platforms and online shopping processes.
7. Strong problem-solving skills to address customer issues and find effective resolutions.
8. Adaptability and flexibility to work in a dynamic and fast-paced environment.
9. Graduation in any discipline is preferred.
10. Freshers with a passion for customer service are encouraged to apply.

Experience:

- Freshers are welcome to apply for this position.
- Prior experience in customer service or e-commerce is an advantage but not mandatory.

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

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