

Meesho Recruitment 2023 – Jobs For Freshers – Free Job Alert – Customer Care Agent Post

Hiring organization

Meesho

Date posted

May 17, 2023

Valid through

31.12.2023

APPLY NOW

Job Location

Kolkata, West Bengal, India
Remote work from: India

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Base Salary

Rs. 14,000 - Rs. 19,000

Qualifications

Graduate

Employment Type

Full-time

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Description

Meesho Recruitment 2023

We are looking for enthusiastic and customer-focused individuals to join our team as Customer Care Agents at Meesho. As a Customer Care Agent, you will be the first point of contact for our valued customers, providing exceptional service and support. Your strong communication skills, empathy, and problem-solving abilities will contribute to creating a positive customer experience and fostering customer loyalty.

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Me

Responsibilities:-

1. Customer Support: Respond to customer inquiries and provide prompt and accurate resolutions via phone, email, or chat. Assist customers with product information, order tracking, and issue resolution. Handle customer complaints and ensure a satisfactory resolution in a professional and empathetic manner.
2. Order Management: Process customer orders, including order placement, cancellation, and modifications. Collaborate with internal teams to ensure

timely order fulfillment and delivery. Keep customers informed about their order status and any potential delays or issues.

3. **Relationship Building:** Build strong relationships with customers by establishing rapport, understanding their needs, and delivering personalized support. Proactively follow up with customers to ensure their satisfaction, address any additional concerns, and identify opportunities for upselling or cross-selling.

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Requirements

1. **Excellent Communication Skills:** Strong verbal and written communication skills to effectively interact with customers and provide clear and concise information. Active listening skills and the ability to empathize with customers' concerns and needs.
2. **Customer Service Orientation:** A customer-centric mindset and a passion for delivering exceptional service. Patience, empathy, and the ability to handle challenging situations with professionalism and composure.
3. **Problem-Solving Abilities:** Strong problem-solving and analytical skills to identify customer issues and provide appropriate solutions. Ability to think critically, make quick decisions, and escalate complex issues when necessary.

Important Links

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

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