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Myntra Recruitment 2024 – Myntra Careers – Customer Service Posts

Hiring organization
Myntra

Job Location

Narasimharaja Road, 560002, Bangalore, Karnataka, India

Date posted

January 2, 2024

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Valid through

31.08.2024

Base Salary

USD 14,700 - USD 20,200

APPLY NOW

Qualifications

12th Passed & Graduate

Employment Type

Full-time

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Description

Myntra Recruitment 2024

Myntra, India's leading online fashion destination, is seeking a highly motivated and customer-centric Myntra Customer Service Associate to join our dynamic team. As a Myntra Customer Service Associate, you will play a crucial role in providing exceptional customer service to our valued shoppers, resolving their inquiries and concerns promptly, and contributing to the overall success of Myntra's customer care operations. Your expertise in customer service principles, empathy, and problem-solving will be instrumental in maintaining Myntra's reputation for providing high-quality customer support.

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Myntra Jobs Near Me

Responsibilities:

- Provide excellent customer service to Myntra shoppers via phone, email, and chat, resolving their inquiries, concerns, and complaints promptly and effectively
- Handle a wide range of customer interactions, including order inquiries, payment issues, product returns, and technical support requests
- Effectively communicate with customers, listening attentively, understanding their needs, and addressing their concerns empathetically
- Escalate complex issues to the appropriate team members for further resolution, ensuring timely and efficient handling of customer queries
- Maintain accurate records of customer interactions and follow up on

outstanding issues promptly

- Stay up-to-date on the latest Myntra policies, procedures, and product offerings
- Contribute to the development and implementation of customer service initiatives

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Myntra Careers

Skills:

- Strong communication and interpersonal skills, with the ability to connect with customers on a personal level and build rapport
- Excellent problem-solving and analytical skills, with the ability to identify the root cause of customer issues and provide effective solutions
- Patience, empathy, and a strong customer service orientation, with the ability to handle customer inquiries and concerns calmly and professionally
- Excellent written and verbal communication skills, with the ability to convey information clearly and concisely
- Proficient in Microsoft Office Suite and customer relationship management (CRM) software
- Fluency in English and the ability to speak and understand local languages

Important Links

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

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