



Permanent-Customer Service Associate-India

Hyderabad

Job Description

Customer Service Associate- VCS- India:

Virtual Call Centre (VCC) - It is a 'Work from Home' model for India CS. VCC associates are expected to work from a home location approved by Amazon for all scheduled hours. It is the responsibility of the associates to ensure uninterrupted internet connectivity and 'work-like' environment at home location so that associates can deliver their best in terms of productivity and quality.

Knowledge & Skills Required

Desired skills:

- Action oriented, self-disciplined and organized
- Effective time management skills and ability to prioritize work time to ensure productivity and department standards
- Ability to communicate clearly with both internal and external customers
- Good comprehension skills - ability to clearly understand and address customer issues appropriately
- Good composition skills - ability to compose grammatically correct, concise, and accurate written responses
- Ability to use a desktop/Laptop computer system, Familiarity with Windows 7, Microsoft Outlook, and Internet Explorer
- Good typing skills

Preferred Criteria:

- Should be self-driven, motivated and task driven individual who can learn fast and operate with minimal support from Manager and Lead.
- Should ensure uninterrupted internet connectivity during working shift so as to ensure maximum productivity
- Should ensure 'Work-like' environment with no disturbance during the work hours.
- Experience working in a customer service environment for at least 6 months

The ideal candidates will be comfortable in a fast-paced, multi-tasked, high-energy environment. They will be creative and analytical problem solvers with a passion for excellent customer service.

Customer Focus:

- Excellent customer service skills, including maintaining focus on the customer issue in a fast-paced environment
- Ability to empathize with and prioritize customer needs
- Demonstrates interpersonal skills with a diverse customer base
- Demonstrates conflict resolution, negotiation, and de-escalation skills
- Demonstrates ownership to resolve challenging customer issues, escalating when necessary
- Ability to determine customer needs and provide appropriate solutions
- Maintain regular and reliable attendance, including the daily schedule as assigned
- Flexible with the working schedule; may be expected to work weekends, holidays and events
- Ability to work overtime as required by business - as much as 60 hours a week, most often occurring in the weeks surrounding the Christmas holiday season

**Problem Solving Skills:**

- Effective problem solving skills including decision making, time management and immediate prioritization of tasks as assigned
- Ability to approach problems logically and rationally
- Action oriented and self-disciplined
- Organized and detail-oriented
- Ability to quickly and effectively prioritize work time in various departments to meet business need
- Ability to maintain composure in highly escalated situations

Shifts: Rotational

Location of Job: Hyderabad

Benefits

- Free Transport Facility
- Night Shift Allowance
- Sodexo Meal Coupons
- Over Time benefits
- Performance Incentives – Only for Full time Employees

Salary

- **Email :** INR 1,73,000 per annum
- **Chat :** INR 1,95,000 per annum
- **Voice (India)** – INR 2,10,000 per annum
- **Voice (International)** – INR 2,50,000 per annum