

# CONSUMER – B&M – PERMANENT – TEMPLATE

**Role:** Customer Service Associate

**Job Type:** Full Time

**Location:** Hyderabad

Our mission at Amazon is to be Earth's most customer-centric company, and our award-winning Customer Service team is a key part of achieving that goal. Doing our best for our customers is where we get our energy, and that's why you'll find we approach things differently here. You won't be asked to read from a script or learn dialogue by heart. Instead we'll provide you with the training you need to problem solve for our customers. You'll bring your unique personality to every customer conversation and deliver the exceptional support experience our customers love.

## **What will you do as a Customer Service Associate?**

As an Amazon Customer Service Associate, you have a very clear purpose: to prevent issues, solve queries, and delight our customers. You'll be the first point of contact for our customers by answering their requests through phone, chat and/or email – this includes everything from order and product questions to payment matters and website guidance. Our Customer Service Associates use a variety of tools to navigate, research, and review solutions, and communicate effectively with customers.

## **What are your hours?**

This role requires working variable hours to match when customers need us most. You will work overnight/day/late shifts and your work week is minimum 40 hrs, for example: 4x10hrs or 5x8hrs. In order to match our customer demand, we schedule based on a variety of different shift patterns within the operating hours of 6 am and 11 pm Sunday to Monday. You may be required to work national holidays. You will learn more about your exact schedule closer to your start date.

## **What qualifications do we need from you?**

- Minimum age: 18 years old
- Have the right to work in India
- Strong communication skills in English (both written and oral fluency)
- Experience working with a computer
- The availability to work varying shifts from Monday to Sunday within the operating hours of 6 am and 11 pm
- Willingness and ability to work in rotating shifts (i.e. early, late, overnight, weekend, and overtime as required)

## **What strengths will you bring?**

- Hard-working, articulate, and detail-oriented
- Friendly and customer-focused in every situation
- Ability to learn quickly and embrace change
- Comfortable multi-tasking in a high-energy environment.

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### What benefits will you receive?

One of the great things about joining Amazon's Customer Service team is that you don't need past experience in customer service. You'll receive training and be provided with a complete equipment package when you join. Additionally, we offer a number of benefits, including:

- Medical insurance
- Pension plan
- Internet allowance
- Lifestyle benefits and retail discounts through our Amazon Extras program
- Expert training and ongoing opportunities to learn more and develop your skills

### If this role sounds like it's for you, then click on the link below to start the application process!

You'll need to allow 3 hours to complete the full application, including assessments which will evaluate your suitability for the role. You will have the option to save your application during the process and return to it if necessary. We recommend using a laptop/desktop computer in order to get the best experience.

If successful, we will contact you about next steps!

*Amazon is an equal opportunities employer. We believe passionately that employing a diverse workforce is central to our success. We make recruiting decisions based on your experience and skills. We value your passion to discover, invent, simplify and build.*

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