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Flipkart Careers 2023 – 2+Years Experience Required – Customer Success Manager Post

Hiring organization
Flipkart

Job Location

India
Remote work from: India

Date posted
July 4, 2023

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Valid through
31.12.2025

Base Salary

Rs. 22,000 - Rs. 32,000

APPLY NOW

Qualifications

10th/12th, Graduate

Employment Type

Full-time

Experience

2+Years Experience Required

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Description

Flipkart Recruitment 2023

Job Description: Flipkart is seeking a dedicated and customer-centric individual to join our team as a Customer Success Manager. As a Customer Success Manager, you will play a crucial role in ensuring the success and satisfaction of our valued customers. Your primary responsibility will be to build strong relationships with clients, understand their business goals, and proactively work with them to achieve success. This is an exciting opportunity for freshers who are passionate about customer success and eager to contribute to the growth of a leading e-commerce platform.

Flipkart Jobs Near Me

The front office staff's job is to provide customer service to the people who come into the company. They are responsible for handling customer inquiries, and complaints, and providing information about the company's products and services.

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Flipkart Jobs Careers

Responsibilities:

1. Serve as the primary point of contact for assigned clients, establishing and maintaining strong relationships built on trust and mutual success.
2. Understand clients' business objectives, strategies, and challenges, and align Flipkart's solutions to help them achieve their goals.
3. Proactively engage with clients to identify opportunities for growth, upselling, and cross-selling products and services that meet their needs.
4. Conduct regular business reviews with clients to review performance, analyze key metrics, and provide insights and recommendations.
5. Collaborate with internal teams, including sales, operations, and technical support, to ensure seamless delivery of services and solutions.
6. Advocate for clients within the organization, ensuring their voice is heard and their feedback is taken into consideration for product and service improvements.
7. Address and resolve client issues or concerns in a timely and professional manner, escalating when necessary.
8. Keep abreast of industry trends, market developments, and competitor activities to provide strategic guidance and value-added insights to clients.
9. Track and report on key customer success metrics, such as customer satisfaction, retention, and revenue growth.
10. Stay updated on Flipkart's offerings, features, and updates to effectively communicate and educate clients about new opportunities and enhancements.

Skills and Qualifications:

1. Excellent communication and interpersonal skills to effectively engage with clients and build strong relationships.
2. Strong customer-centric mindset with a passion for ensuring customer success and satisfaction.
3. Analytical and problem-solving skills to identify opportunities, analyze data, and provide strategic recommendations.
4. Proactive and result-oriented approach with the ability to drive customer success initiatives independently.
5. Ability to multitask and manage multiple client relationships simultaneously.
6. Strong negotiation and influencing skills to drive upsell and cross-sell opportunities.
7. Knowledge of e-commerce industry trends, best practices, and technologies is a plus.
8. Proficient computer skills, including MS Office applications and CRM software.
9. Graduation in any discipline is preferred.
10. Freshers with a passion for customer success and a strong willingness to learn are encouraged to apply.

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Experience:

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

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