

WORK VAPOR

Job Link: <https://workvapor.in/jobs/customer-service-associate-international-voice-process/>

HIRING ORGANIZATION

Cheers India

EMPLOYMENT TYPE

Full-time

DATE POSTED

? October 11, 2026

JOB LOCATION

? Remote work from: India

CUSTOMER SERVICE ASSOCIATE – INTERNATIONAL VOICE PROCESS

DESCRIPTION

Job Role: Customer Service Associate – International Voice Process

Company: Cheers India

Process: International Amazon Process

Work Mode: Remote

Location Mentioned: Electronic City, Bengaluru

Eligibility: Graduates and Undergraduates

Experience: Freshers to 24 Months and Experienced Candidates

English Level: B2 / C1

Typing: 20 WPM with 80% Accuracy

Contact Details:

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Cheers India is hiring **Customer Service Associates** for an international Amazon voice process. The work involves handling customer queries and providing timely solutions.

Candidates should have strong English and customer-handling skills. Freshers and experienced candidates can apply.

Key Responsibilities

- Handle inbound customer calls.
- Review customer accounts and policies.
- Provide accurate solutions.
- Record customer interactions.
- Handle difficult conversations professionally.
- Escalate issues when required.
- Maintain quality and productivity standards.

Requirements

- Graduate or Undergraduate.
- B2 / C1 English proficiency.
- Good voice communication.
- Strong customer-handling and problem-solving skills.
- Basic computer and MS Office knowledge.
- Minimum typing speed of 20 WPM.
- 80% typing accuracy required.

Experience Criteria

- Freshers to less than 24 months: U1.
- More than 24 months: U2.
- Voice experience gets 100% weightage.
- Non-Voice / Backend experience gets 50% weightage.

Benefits & Selection

- Two-way transport provided up to 30 KM.
- Virtual interview process.
- HR Screening.
- Typing Test.
- SVAR Assessment with minimum score 60.
- Operations Round.
- HR / Offer Discussion.

How to Apply

Send your updated CV to mohit@cheersindia.co.in or hr.cheersindia@gmail.com.

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