

WORK VAPOR

Job Link: <https://workvapor.in/jobs/customer-support-executive-3/>

HIRING ORGANIZATION

Rustorange

EMPLOYMENT TYPE

Full-time

JOB LOCATION

Noida, India

DATE POSTED

? March 21, 2026

CUSTOMER SUPPORT EXECUTIVE

BASE SALARY

INR 300000 - INR 400000

DESCRIPTION

Location: Noida, India

Job Type: Full-Time

Experience: Minimum 2 years in E-commerce Customer Support

Salary: Up to ₹4,00,000 per year (Based on Experience)

Contact: shally.sunekha@rustorange.com

Key Responsibilities & Role Details

- Handle customer queries across calls, WhatsApp, Instagram DMs, email, and chat
- Provide accurate information regarding orders, deliveries, sizing, availability, return/exchange policies, and offers
- Track and resolve issues related to delayed shipments, cancellations, refunds, product issues, and exchanges
- Coordinate with warehouse, logistics, production, catalog, and design teams for timely resolution
- Maintain clear customer records and update status in CRM or shared trackers
- Ensure high customer satisfaction with polite, solution-oriented communication
- Escalate recurring or critical issues to management with proper documentation
- Manage peak sale periods and festive season query loads efficiently

Eligibility & Skills Required

- Graduate in any discipline
- Minimum 2 years of experience in e-commerce customer support (D2C experience preferred)
- Excellent spoken English; Hindi is a plus
- Strong problem-solving skills and customer handling attitude
- Ability to manage multiple conversations across channels simultaneously
- Familiarity with e-commerce workflows (order tracking, RTO, COD, exchange/refund cycles, courier coordination)

- Basic proficiency in Google Sheets / Excel
- Calm under pressure and able to handle escalations professionally
- High ownership, empathy, and ability to reflect the brand tone

Preferred Candidate Profile

- Experience working with e-commerce brands
- Familiarity with WhatsApp/Instagram support and social commerce etiquette
- Customer-friendly personality with patience and positivity
- Comfortable working independently in a remote or hybrid setup

Perks & Benefits

- Work in a creatively-led, trend-setting fashion brand
- Hands-on exposure to customer support in the fashion e-commerce industry
- Opportunity to contribute to building brand experiences
- Collaborative and growth-oriented work environment

How to Apply

Send your resume (and portfolio if available) to shally.sunekha@rustorange.com

Use the subject line: *“Customer Support Executive”*