

WORK VAPOR

Job Link: <https://workvapor.in/jobs/remote-customer-service-operations-executive-373209/>

HIRING ORGANIZATION

Our Client (Posted by Essvee Services)

EMPLOYMENT TYPE

Full-time

JOB LOCATION

? Remote work from: India

REMOTE CUSTOMER SERVICE OPERATIONS EXECUTIVE

BASE SALARY

INR 25000 - INR 30000

DESCRIPTION

Customer Service Operations Executive | Remote

Essvee Services is hiring Customer Service Operations Executives for its client. This is a full-time remote opportunity. Candidates with customer support and e-commerce operations experience can apply.

Contact Details

+91 7827666376 (Call / WhatsApp)

Email: essveeconsultant4@gmail.com

Job Details

- Company: Our Client (Posted by Essvee Services)
- Position: Customer Service Operations Executive
- Job Type: Full Time
- Employment Type: Permanent
- Work Mode: Remote
- Experience: 1 to 3 Years
- Salary: ₹25,000 to ₹30,000 per month
- Openings: 2

About the Work

You will manage customer support and resolve customer concerns. You will assist customers before and after sales. You will also support basic e-commerce operations and ensure a smooth customer experience.

You will coordinate with internal teams for quick issue resolution. You will handle order

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updates returns refunds and customer queries through different communication channels.

Responsibilities

- Handle customer complaints and escalations
- Support customers through calls emails and WhatsApp
- Resolve pre-sales and post-sales queries
- Manage orders and shipment updates
- Process returns refunds and replacements
- Coordinate with logistics and internal teams
- Maintain customer records and reports
- Support e-commerce operations

Eligibility

- Graduate in any discipline
- 1 to 3 years of experience
- Good communication skills
- Customer-first approach
- Basic knowledge of e-commerce workflows
- Knowledge of CRM tools
- Good Excel skills
- Experience with Shopify Amazon or Flipkart preferred
- Knowledge of logistics and payment gateways

Benefits

- Remote work opportunity
- Full-time permanent role
- Professional growth opportunities

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