

WORK VAPOR

Job Link: <https://workvapor.in/jobs/rustorange-hiring-e-commerce-customer-support-executive-remote-%e2%82%b93-4-lpa/>

HIRING ORGANIZATION

Rustorange

EMPLOYMENT TYPE

Full-time, Part-time

JOB LOCATION

INDIA

? Remote work from: INDIA

DATE POSTED

? December 3, 2025

RUSTORANGE HIRING – E-COMMERCE CUSTOMER SUPPORT EXECUTIVE – REMOTE | ₹3–4 LPA

BASE SALARY

INR 40,000 - INR 45,000

DESCRIPTION

Company: Rustorange

Position: Customer Support Executive

Industry: E-commerce / Fashion

Location: Work-from-Home (India)

Employment Type: Full-time

Salary: ₹3,00,000 – ₹4,00,000 per year

HR Contact: Not provided

Email: shally.sunekha@rustorange.com

Responsibilities

- Handle customer queries via calls, WhatsApp, Instagram, email, and chat
- Provide accurate info on orders, delivery, returns, exchanges, and offers
- Coordinate with logistics, warehouse, and internal teams for resolutions
- Maintain customer records and update CRM/trackers

Eligibility & Skills

- Minimum 2 years of e-commerce customer support experience
- Strong English communication (Hindi optional)

- Ability to manage multiple chats/calls together
- Knowledge of refunds, RTO, COD issues, courier coordination
- Basic proficiency in Excel/Google Sheets

Work Mode

- Fully remote
- Full-time role
- Must handle high-volume periods (sale/festive times)

Benefits

- Competitive salary based on experience
- Stable work-from-home career opportunity

How to Apply

Send your resume or contact on WhatsApp at shally.sunekha@rustorange.com