

Job Description:

The Selling Partner Support Associate acts as the primary interface between Amazon and our business partners. The Selling Partner Support Associate will be responsible for providing timely and accurate operational support to Merchants selling on the Amazon platform. The successful candidate has an immediate, distinct effect on the experience of customers of Amazon, making a strong record of customer focus a high standard for the role. A Selling Partner Associate is expected to address chronic system issues, provide process improvements, develop internal documentation, and contribute to a team environment, all while adhering to service level agreements for chat & emails

Roles and Responsibilities:

This includes, but is not limited to:

The Seller Support Associate demonstrates end to end ownership of every seller interaction coupled with proactive problem solving and provides exceptional support to sellers.

Demonstrates effective, clear and professional written communication.

Provides prompt and efficient service to Amazon Sellers and Merchants including the appropriate escalation of Sellers' issues.

Maintains a positive and professional demeanor always portraying the company in a positive light and effectively managing sensitive issues.

Demonstrates excellent time-management skills and the ability to work independently while using departmental resources, policies and procedures.

Contributes to a positive team environment and proactively aids team members with difficult contacts as needed.

Maintains acceptable performance metrics such as quality, productivity, first contact resolution, and attendance.

Actively seeks solutions through logical reasoning and data interpretation skills and identifies trends to appropriate channel including improvement suggestions.

Liaise with other departments such as Customer Service, Merchant Investigations, or Payments teams as required to resolve Seller's issues and questions.

Basic Qualifications:

Education: Bachelor Degree in any discipline with 0-5 years of experience.

Excellent written communication in English.

Shifts: The job involves working in a 24/7 environment including night shifts and the shifts are decided based on the business requirement.

Weekly Off: Rotational two- consecutive day off (it is a 5-day working week with 2 consecutive days off).

Candidates willing to work on chat & emails (concurrent blended profile)

During the first four months (Training & Transition) no unplanned leaves are allowed.

Ability to use a desktop/Laptop and familiarity with Internet Browsers, Windows OS, Microsoft Outlook and MS Office.

Should be willing to service selling partners from all marketplaces across the Globe (Including India USA EU and ME)

Additional Information:

Information security: You should be will to sign a undertaking pertaining to do's and don'ts in accordance to the data Security policy

Weekly Off: Rotational two- consecutive day off (it is a 5-day working week with 2 consecutive days off)

Amazon is committed to a diverse and inclusive workplace. Amazon is an equal opportunity employer and does not discriminate on the basis of race, national origin, gender, gender identity, sexual orientation, protected veteran status, disability, age, or other legally protected status.