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[Amazon Customer Service] WFM Jobs – Apply Now

Job Location

United States
Remote work from: USA

Base Salary

USD 40 - USD 50

Employment Type

Full-time, Part-time

Description

Job Summary

We are excited to announce an opening for Amazon Customer Service WFM (Workforce Management) Jobs at Amazon Inc. This is a remote position offering a competitive salary of \$20 per hour. The role is part-time, with flexible working hours not exceeding 4 hours a day. Join our dynamic team and enjoy benefits such as Health Insurance, Dental Coverage, Paid Training, Paid Vacations, and more!

Job Description

As a member of the Amazon Customer Service WFM team, you will play a crucial role in ensuring that our customer service operations run smoothly and efficiently. Your primary responsibility will be to monitor and analyze service levels, forecast call volume, and manage workforce scheduling to meet the demands of our customer base. You will work closely with team leaders and customer service representatives to optimize staffing and provide exceptional service to our customers.

In this role, you will be responsible for collecting and analyzing data related to call volumes and service levels. You will use this data to create accurate forecasts and schedules that align with business needs. Additionally, you will be responsible for identifying trends in customer inquiries and providing recommendations to improve service delivery.

Collaboration is key in this role, as you will work with various departments to ensure that customer service representatives are adequately staffed during peak times. You will also play a vital role in training new employees on workforce management processes and tools. Your attention to detail and analytical skills will be essential in identifying areas for improvement and implementing solutions that enhance customer satisfaction.

Working at Amazon means being part of a company that values innovation and customer obsession. We pride ourselves on creating a positive work environment where employees can thrive and grow. You will have the opportunity to develop your skills, take on new challenges, and contribute to the overall success of the organization.

Hiring organization

Amazon

Date posted

October 15, 2024

Valid through

31.05.2025

APPLY NOW

Apply Now

If you are passionate about customer service and have a knack for data analysis and scheduling, we want to hear from you! Apply now to join our team and make a difference in the world of customer service at Amazon.