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WFM-[Customer Support] Jobs – Amazon Hiring Now

Job Location

United States
Remote work from: USA

Base Salary

USD 40 - USD 50

Employment Type

Full-time, Part-time

Description

Job Summary

Amazon Inc. is excited to announce openings for WFM (Workforce Management) – Customer Support roles. This is a full-time position with a competitive salary of \$50,000 – \$60,000 per year, depending on experience. Our working hours are flexible, accommodating a work-from-home setup in a remote location. At Amazon, we value our employees and offer a comprehensive benefits package, including Health and Dental insurance, Paid Training, Paid Vacations, and a 401(k) plan with company matching.

Job Description

As a WFM Specialist in Customer Support at Amazon, you will play a pivotal role in ensuring that our customer service operations run smoothly and efficiently. Your primary focus will be on optimizing workforce management processes to enhance customer satisfaction and employee performance. In this role, you will collaborate with various departments to forecast demand, manage scheduling, and monitor service levels, ensuring we meet and exceed our customers' expectations.

You will analyze data to identify trends and patterns that affect customer service operations. By leveraging advanced workforce management tools and methodologies, you will develop strategies to improve performance metrics, including response times, resolution rates, and overall customer satisfaction scores. Additionally, you will work closely with team leaders to ensure that staffing levels are appropriate and that agents are trained effectively to handle customer inquiries.

Your responsibilities will involve conducting regular reviews of service level agreements (SLAs) and key performance indicators (KPIs) to ensure compliance and operational excellence. You will also be responsible for preparing reports and presentations for upper management, providing insights into workforce performance, and making recommendations for process improvements.

In this fast-paced environment, you will need to possess strong analytical skills, be detail-oriented, and have excellent communication abilities. You will be instrumental in creating a positive work culture that encourages teamwork and collaboration while driving high standards of customer service.

Hiring organization

Amazon

Date posted

October 15, 2024

Valid through

31.05.2025

APPLY NOW

Apply Now

We are looking for individuals who are proactive, adaptable, and passionate about delivering exceptional customer experiences. If you're ready to take your career to the next level and contribute to a world-class customer support team, we encourage you to apply.