

## **Selling Partner Support Associate**

Pine Avenue Building A, 100 Eulji-ro, Jung-gu, Seoul, Korea – 04155

\*Work remotely

### **Seller Support at AMAZON**

Amazon.com strives to be Earth's most customer-centric company where people can find and discover virtually anything they want to buy online. By giving customers more of what they want - low prices, vast selection, and convenience - Amazon.com continues to grow and evolve as a world-class e-commerce platform. The Seller Support team acts as the primary interface between Amazon and our 3rd party sellers. We obsess over providing world class support to 3rd party Sellers on the Amazon platform. We strive to predict the Seller's needs before they recognize they may need our support, create innovative self-help tools, and provide solutions to help our partners better serve their customers.

### **Position Description: Global Seller Support Associate**

#### **(1-year Fixed-term with Amazon, but have chance to convert to Full-time employee)**

The Seller Support Associate acts as the primary interface between Amazon and our 3rd party sellers, providing phone and/or email support governed by internal service level agreements. The Seller Support Associate will be responsible for providing timely and accurate operational support to 3rd party Sellers 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 Seller Support Associate is expected to address chronic system issues, provide process improvements, develop internal documentation, and contribute to a team environment.

### **Responsibilities:**

- Demonstrates effective, clear and professional written and oral 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 Qualification:**

- Language: Fluent in English and Korean
- Demonstrated desire to expand skills into new areas.
- Technical (Computers & Internet) savvy is required. Desired skill-sets include MS Office Application Excel and Internet Explorer / Mozilla Firefox
- Business acumen in areas of e-commerce and retail is advantageous
- Process improvement awareness and experience
- Enthusiasm and strong self-motivation.
- Strong prioritization and time management skills, with a high degree of flexibility.
- Ability to embrace constant change with flexibility and good grace.
- Demonstrate appropriate sense of urgency and adaptability in response to changing business needs
- Demonstrates effective communication, composure, and professional attitude
- Exemplary performance record, particularly with regard to quality & productivity

**Preferred Qualification:**

High energy, solution focused with a passion for customer service. The ideal candidate will demonstrate keen logical thinking and analytical skills, with the ability to understand and empathize with sellers. Willingness to work to high performance targets as well as an inquisitive and improvement-based approach to work are critical competencies for this role.

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

Education: Bachelor Degree preferred

6 + months experience within a customer service /contact center environment would be an advantage.

**How to Apply**

- Login via Amazon official jobsite:

<https://amazon.jobs/en/jobs/2244414/selling-partner-support-associate-selling-partner-support>

- Click ' Apply now' and initiate application process

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