

Amazon Delivery Station Employee Job Description

- Communicating with customers directly by email and by phone
- Sympathizing with and prioritizing customer needs
- Assisting company values in working with every customer, resolving any issues, and setting appropriate expectations with customers
- Visibly understanding and replying properly to the issues that customers present
- Constantly composing a grammatically correct, brief, and accurately written reply to customers
- Approaching problems logically and with good judgment to ensure the right customer result
- Making immediate and valuable decisions for the customer
- Working a flexible, part-time schedule of 20 to 29 hours per week
- Carrying, lifting, pushing/pulling up to 50 pounds
- Standing, kneeling, crouching, and/or stretching during shifts up to 12 hours long
- Loading conveyor belts and transporting and staging deliveries to be picked up by drivers
- Linking customers with professionals who can provide them the most accurate and up-to-date information about their packages.