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Customer Service Consultant – Live Customer Service \$25-\$35/Hour – Flexible Hours

Description

Position: Customer Service Consultant **Company:** Premier Digital Support **Division:** Customer Experience **Manager:** Customer Service Director **Employment Status:** Independent Contractor **Location:** Remote Work (United States) **Compensation:** \$25.00 – \$35.00 per hour

Job Overview

Premier Digital Support seeks experienced Customer Service Consultants to provide live customer service support through multiple digital channels. This remote position involves delivering expert customer assistance via website chat systems, social media platforms, and email communication to ensure exceptional customer experiences. The role requires strong consultative skills, professional communication abilities, and customer relationship focus. Flexible scheduling options accommodate work-life balance while maintaining high service standards and customer satisfaction.

Primary Job Functions

Customer Consultation and Support

- Provide expert live customer service through website chat platforms and mobile applications
- Deliver consultative assistance to customers seeking product and service information
- Handle complex customer inquiries requiring detailed analysis and solution development
- Guide customers through decision-making processes for products and services
- Resolve escalated customer issues using advanced problem-solving techniques
- Maintain detailed records of customer consultations and outcomes in CRM systems

Relationship Management and Sales Support

- Build rapport with customers through professional and empathetic communication
- Identify customer needs through strategic questioning and active listening
- Provide personalized product recommendations based on customer requirements

Hiring organization

Remote Tech Jobs Work From Home

Industry

Customer Service

Job Location

Remote work possible

Base Salary

\$ 25 - \$ 35

Date posted

September 21, 2025

Valid through

01.01.2029

- Assist customers with purchasing decisions and transaction completion
- Offer promotional information and special pricing to qualified customers
- Follow up with customers to ensure satisfaction and identify additional opportunities

Quality Assurance and Performance Excellence

- Meet established performance metrics for response time, quality, and customer satisfaction
- Participate in quality monitoring programs and performance improvement initiatives
- Collaborate with team members to share best practices and knowledge
- Contribute to process improvement suggestions and customer experience enhancement
- Complete ongoing training programs and professional development activities
- Maintain current knowledge of products, services, and industry trends

Required Qualifications

Education and Professional Background

- High school diploma required; associate's or bachelor's degree preferred
- Previous customer service or sales experience strongly preferred
- Consultative selling or customer relationship experience valued
- Professional communication and presentation skills required

Core Competencies

- Excellent written and verbal communication skills
- Strong analytical and problem-solving abilities
- Consultative approach to customer interaction and needs assessment
- Proficiency with computer systems and multiple software applications
- Customer relationship management and retention focus
- Professional presentation and business etiquette

Technical Requirements

- Reliable computer with current operating system and sufficient processing power
- High-speed internet connection with consistent performance and reliability
- Professional workspace suitable for customer consultations and confidential discussions
- Advanced computer skills including CRM systems and business applications
- Ability to learn complex product information and technical specifications

Personal Attributes

- Self-motivated with strong independent work capabilities and time management
- Professional demeanor and consultative approach to customer relationships
- Reliable attendance and commitment to scheduled availability
- Adaptable to changing business requirements and customer needs
- Team-oriented mindset with collaborative approach to problem solving

Work Schedule and Environment

Flexible Scheduling Options

- Customizable schedule options between 20-40 hours per week
- Multiple shift patterns including standard business hours and extended coverage
- Part-time and full-time positions available based on performance and availability
- Seasonal schedule adjustments accommodated for business and personal needs
- Premium compensation for evening, weekend, and holiday coverage

Professional Remote Work Environment

- Complete work-from-home flexibility with professional workspace requirements
- Quiet environment necessary for confidential customer consultations
- Professional presentation required for video conferences and team meetings
- Regular virtual collaboration sessions and professional development meetings
- Performance monitoring through quality assurance and customer feedback programs

Compensation Structure

Competitive Base Pay

- Starting hourly rate: \$27.00 – \$32.00 per hour based on experience and qualifications
- Merit-based increases available through quarterly performance reviews
- Annual compensation evaluations with advancement and salary increase potential
- Experience-based starting rate adjustments for qualified candidates
- Overtime compensation available during peak business periods

Performance-Based Incentives

- Monthly bonuses for exceeding customer satisfaction and quality targets
- Quarterly achievement awards for consultative excellence and customer retention
- Annual recognition programs with substantial cash awards and advancement opportunities
- Customer relationship success bonuses for long-term account development
- Professional referral incentives for successful candidate recommendations

Professional Development Investment

- Comprehensive paid training program covering consultative techniques and product knowledge
- Ongoing professional development workshops and advanced skills training
- Industry certification support and continuing education assistance
- Career coaching and advancement planning with senior management
- Conference attendance and professional networking opportunities

Training and Professional Development

Comprehensive Training Program

Week 1: Consultative customer service techniques, company overview, and relationship management **Week 2:** Product knowledge development, technical platform training, and system navigation **Week 3:** Advanced communication skills, sales support techniques, and customer psychology **Week 4:** Practical application with supervised customer consultations and performance coaching

Ongoing Skills Enhancement

- Monthly advanced training workshops on consultative techniques and customer relationship management
- Quarterly professional development sessions with industry experts and thought leaders
- Annual training conference with advanced certifications and networking opportunities
- Specialized training tracks for advancement into senior consultative and management roles
- Cross-functional training in related areas including sales, marketing, and business development

Performance Expectations

Service Excellence Standards

- Customer satisfaction rating of 95% or higher through consultative service delivery
- Response time standards appropriate for consultative interaction quality
- Consultative problem resolution with focus on customer relationship building
- Professional communication maintaining company brand standards and values
- Accurate documentation of customer consultations and relationship development

Consultative Performance Metrics

- Customer retention and relationship development success rates
- Consultative sales support effectiveness and conversion contribution
- Quality of customer consultation and needs assessment accuracy
- Professional development participation and certification achievement
- Team collaboration and knowledge sharing contribution

Career Advancement Opportunities

Professional Growth Path

- **Senior Customer Service Consultant:** 6-12 months with exceptional consultative performance
- **Customer Relationship Manager:** 12-18 months with relationship management excellence
- **Training and Development Specialist:** 15-20 months with mentoring and training capabilities
- **Customer Experience Manager:** 18-24 months with leadership potential

and business acumen

- **Director Level Positions:** 2+ years with advanced management and strategic capabilities

Advanced Development Support

- Leadership development programs for management advancement
- Advanced consultative training and professional certification programs
- Cross-departmental experience in sales, marketing, and business development
- Industry conference attendance and professional association participation
- Executive mentorship programs with senior company leadership

Application Process

Application Requirements

Click “Apply Now” to access our professional application system including:

- Comprehensive professional background and experience documentation
- Consultative customer service experience and achievement examples
- Communication skills assessment and professional presentation evaluation
- Availability preferences and professional development interests
- Customer service philosophy and consultative approach examples

Professional Selection Process

1. **Application Evaluation:** Comprehensive review of professional background and consultative experience
2. **Skills Assessment:** Advanced evaluation of communication and consultative abilities
3. **Professional Interview:** In-depth discussion of consultative approach and customer relationship philosophy
4. **Consultative Demonstration:** Practical assessment of customer consultation and relationship building skills
5. **Reference Verification:** Professional reference checks with previous employers and colleagues
6. **Position Offer:** Comprehensive offer including compensation, training schedule, and advancement planning

Professional Timeline

- Application review completed within 3-5 business days by senior management
- Complete selection process takes approximately 2 weeks for thorough evaluation
- Professional training program begins within one week of position acceptance
- Full consultative productivity expected within 6-8 weeks of training completion
- Quarterly performance reviews and advancement planning throughout tenure

About Premier Digital Support

Premier Digital Support has provided consultative customer service solutions since

2018, specializing in high-value customer relationships and advanced service delivery. We serve premium clients across technology, professional services, healthcare, and financial industries requiring sophisticated customer consultation. Our organizational culture emphasizes professional excellence, consultative expertise, and career advancement. We maintain industry-leading compensation, comprehensive professional development, and advancement opportunities that attract and retain top consultative professionals.

Professional Values and Culture

- **Consultative Excellence:** Commitment to superior customer consultation and relationship development
- **Professional Development:** Investment in advanced training and career advancement
- **Customer Relationship Focus:** Emphasis on long-term customer value and satisfaction
- **Innovation in Service:** Continuous improvement in consultative techniques and service delivery
- **Professional Growth:** Clear advancement pathways and leadership development

Success Profile for Customer Service Consultants

Outstanding consultants typically demonstrate:

- Natural consultative abilities and relationship-building skills
- Advanced communication and professional presentation capabilities
- Strategic thinking and customer needs analysis expertise
- Professional integrity and customer advocacy approach
- Commitment to continuous learning and professional excellence

Equal Employment Opportunity

Premier Digital Support maintains equal employment opportunity policies and welcomes applications from qualified professionals regardless of race, color, religion, gender, sexual orientation, gender identity, age, national origin, disability, veteran status, or other legally protected characteristics. We provide reasonable accommodations for qualified individuals with disabilities and encourage applications from all professionals who can perform essential job functions.

Additional Professional Information

Professional Environment Requirements

- Executive-level computer and technology setup for professional consultative work
- High-speed internet with business-grade reliability and performance standards
- Professional workspace suitable for confidential customer consultations
- Advanced communication tools and professional presentation capabilities
- Commitment to maintaining professional standards and confidentiality

Professional Development Resources

- Access to advanced professional development and certification programs
- Industry research and market intelligence resources for consultative

effectiveness

- Professional networking opportunities and industry association participation
- Executive coaching and career advancement planning with senior leadership
- Advanced training in consultative techniques and customer relationship management

This professional consulting position offers exceptional opportunities for experienced customer service professionals seeking advanced consultative roles with superior compensation and career development. Join our team of consultative experts and help deliver exceptional customer experiences while advancing your professional career. Click Apply Now to begin your application for this advanced Customer Service Consultant position with Premier Digital Support. *Premier Digital Support is an equal opportunity employer. This position requires authorization to work in the United States. Position responsibilities may evolve based on business growth and strategic initiatives.*



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