

<https://jobtacular.com/job/customer-support-representative-live-customer-service-25-35-hour-full-benefits/>

APPLY NOW

Customer Support Representative – Live Customer Service \$25-\$35/Hour – Full Benefits

Description

Position: Customer Support Representative **Company:** Meridian Customer Excellence **Department:** Customer Support Operations **Reports To:** Customer Support Manager **Employment Type:** Full-Time Contract Employee **Location:** Remote Work (United States) **Salary Range:** \$25.00 – \$35.00 per hour

Job Summary

Meridian Customer Excellence is seeking dedicated Customer Support Representatives to provide live customer service through multiple digital communication channels. This full-time remote position involves assisting customers with inquiries, resolving issues, and ensuring positive experiences through website chat systems, social media platforms, and email support. The ideal candidate will demonstrate excellent communication skills, problem-solving abilities, and commitment to customer satisfaction. Comprehensive benefits package and professional development opportunities accompany competitive hourly compensation.

Primary Job Duties

Customer Service Operations

- Provide live customer service assistance through website chat platforms and mobile applications
- Respond to customer inquiries via social media channels including Facebook, Instagram, and Twitter
- Handle customer support requests through email ticketing systems and direct correspondence
- Assist customers with product information, account management, and service-related questions
- Process customer orders, returns, and account modifications according to established procedures
- Maintain detailed documentation of customer interactions and resolution outcomes

Problem Resolution and Support

- Identify customer needs through effective questioning and active listening techniques
- Research solutions using company knowledge base, product documentation, and internal resources

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

- Implement appropriate solutions within established guidelines and company policies
- Escalate complex issues to supervisors or specialized departments when necessary
- Follow up with customers to ensure complete satisfaction with problem resolution
- Contribute to knowledge base updates and process improvement initiatives

Quality Assurance and Performance

- Meet established performance metrics for response time, resolution rate, and customer satisfaction
- Participate in quality monitoring programs and performance improvement activities
- Complete assigned productivity targets for daily customer interactions and administrative tasks
- Engage in ongoing training programs and professional development activities
- Collaborate with team members to share best practices and support collective success
- Maintain professional standards and company brand representation in all customer communications

Required Qualifications

Education and Experience

- High school diploma or equivalent required
- Associate's degree or relevant coursework preferred but not mandatory
- Previous customer service experience in any industry preferred
- Experience with digital communication platforms beneficial

Core Skills and Competencies

- Excellent written and verbal communication skills
- Strong problem-solving and analytical thinking abilities
- Proficient computer skills including multiple software applications
- Customer service orientation with focus on satisfaction and retention
- Time management and organizational skills for handling multiple priorities
- Professional presentation and interpersonal communication abilities

Technical Requirements

- Reliable computer with current operating system and adequate processing power
- High-speed internet connection with consistent performance and reliability
- Professional workspace suitable for confidential customer service activities
- Basic technical troubleshooting skills and ability to learn new systems
- Comfort with customer relationship management systems and business applications

Personal Attributes

- Self-motivated with strong independent work capabilities
- Reliable attendance and commitment to scheduled availability
- Flexible approach to changing procedures and business requirements

- Team-oriented mindset with collaborative problem-solving approach
- Professional integrity and commitment to confidentiality

Work Environment and Schedule

Full-Time Remote Position

- 100% remote work arrangement with complete work-from-home flexibility
- Professional home office environment required for customer service delivery
- Regular virtual team meetings and collaborative training sessions
- Performance monitoring through quality assurance and customer feedback programs
- Opportunities for occasional in-person team events and professional development

Schedule and Hours

- Full-time position requiring 32-40 hours per week
- Flexible scheduling within standard business hours and extended coverage periods
- Various shift options including morning, afternoon, evening, and weekend coverage
- Schedule consistency preferred for optimal customer service delivery
- Premium compensation for weekend and holiday shift assignments

Comprehensive Benefits Package

Health and Wellness Benefits

- Medical insurance with employer contribution toward premium costs
- Dental and vision insurance coverage options
- Health savings account eligibility with employer matching contributions
- Employee assistance program providing counseling and wellness resources
- Flexible spending accounts for medical and dependent care expenses

Financial Benefits and Security

- Competitive hourly wage ranging from \$25.00 – \$35.00 based on experience
- Performance-based bonus opportunities up to 15% of annual earnings
- Retirement savings plan with employer matching contributions
- Life insurance coverage at no cost to employee
- Disability insurance for income protection

Time Off and Flexibility

- Paid time off accrual beginning immediately upon hire
- Paid holidays including major federal holidays and floating personal days
- Sick leave policy for health-related absences
- Bereavement leave for family emergencies and loss
- Flexible scheduling for work-life balance

Professional Development Benefits

- Comprehensive paid training program covering all job functions

- Continuing education reimbursement up to \$2,000 annually
- Professional development workshops and skills training
- Career advancement coaching and internal promotion opportunities
- Conference attendance and industry networking support

Training and Development Program

Comprehensive Initial Training

Week 1: Customer service excellence, company culture, and communication skills development **Week 2:** Product knowledge, system training, and technical platform navigation **Week 3:** Practical application with supervised customer interactions and real-time coaching **Week 4:** Independent work transition with continued mentorship and performance support **Week 5:** Advanced skills development and specialization track selection

Ongoing Professional Development

- Monthly training sessions covering new products, services, and industry trends
- Quarterly skills workshops focusing on advanced customer service techniques and career development
- Annual professional development conference with industry experts and certification opportunities
- Leadership development track for employees interested in management advancement
- Cross-functional training opportunities in related departments and business areas

Performance Standards and Expectations

Customer Service Excellence

- Customer satisfaction rating of 94% or higher based on post-interaction surveys
- Average response time under 2 minutes for initial customer contact
- First-contact resolution rate of 85% for customer inquiries and issues
- Professional communication tone and brand representation in all interactions
- Accurate documentation and follow-through on customer commitments

Productivity and Quality Requirements

- Handle minimum of 40-60 customer interactions per day depending on complexity
- Complete required administrative tasks within established timeframes
- Maintain consistent availability during scheduled work hours
- Participate actively in team meetings and training sessions
- Contribute to team goals and department objectives

Career Advancement Opportunities

Promotion Timeline and Pathways

- **Senior Customer Support Representative:** 9-12 months with

exceptional performance

- **Team Lead Position:** 15-18 months with leadership demonstration and peer recognition
- **Quality Assurance Specialist:** 18-20 months with focus on service excellence
- **Customer Support Supervisor:** 20-24 months with management potential and training
- **Customer Experience Manager:** 2+ years with advanced leadership and strategic capabilities

Professional Growth Support

- Individual development planning and career goal setting with management
- Leadership training programs for employees pursuing advancement
- Cross-departmental experience opportunities in sales, marketing, and operations
- Mentorship programs with senior staff and management team
- Educational assistance for degree programs relevant to career advancement

Application Process

Application Requirements

Click “Apply Now” to submit your complete application including:

- Personal information and employment eligibility documentation
- Comprehensive work history and educational background
- Customer service experience examples and achievement highlights
- Professional references from previous employers or colleagues
- Availability preferences and schedule flexibility requirements

Selection Process Overview

1. **Application Review:** Comprehensive evaluation of qualifications and experience
2. **Initial Screening:** Phone interview with human resources representative
3. **Skills Assessment:** Online evaluation of communication and problem-solving abilities
4. **Manager Interview:** In-depth discussion with customer support manager
5. **Team Interview:** Meeting with potential team members and colleagues
6. **Reference Verification:** Professional reference checks and employment verification
7. **Job Offer:** Comprehensive offer including salary, benefits, and start date

Expected Timeline

- Application review completed within 5-7 business days
- Complete interview process takes approximately 2-3 weeks
- Background check and reference verification require additional 3-5 days
- Training program begins within two weeks of job offer acceptance
- Full productivity and benefits eligibility achieved within 60 days

About Meridian Customer Excellence

Meridian Customer Excellence has provided customer service solutions since 2017,

serving businesses across technology, healthcare, retail, and professional services industries. We specialize in delivering exceptional customer experiences through skilled professionals and comprehensive support systems. Our company culture emphasizes employee development, work-life balance, and customer-focused excellence. We maintain industry-leading compensation and benefits packages while providing advancement opportunities that support long-term career growth.

Company Values and Culture

- **Customer Excellence:** Commitment to exceeding customer expectations in every interaction
- **Employee Development:** Investment in comprehensive training and career advancement
- **Work-Life Balance:** Flexible policies supporting personal and professional success
- **Professional Integrity:** Ethical business practices and transparent communication
- **Team Collaboration:** Supportive environment encouraging knowledge sharing and mutual success

Success Characteristics

Outstanding Customer Support Representatives typically demonstrate:

- Genuine empathy and desire to help customers achieve their goals
- Strong communication skills with attention to detail and professional presentation
- Resilience and positive attitude when handling challenging customer situations
- Quick learning ability and adaptability to new procedures and technologies
- Reliable work habits and commitment to team success
- Professional growth mindset and interest in career advancement

Equal Employment Opportunity

Meridian Customer Excellence is an equal opportunity employer committed to workplace diversity and inclusion. We welcome applications from qualified candidates 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 individuals with disabilities and maintain inclusive hiring practices that support our diverse workforce and customer base.

Additional Information

Technology and Equipment

- Computer with minimum 16GB RAM and current operating system for optimal performance
- High-speed internet connection with at least 50 Mbps for reliable customer service delivery
- Professional workspace with minimal noise and interruptions
- Dual monitor setup recommended for enhanced productivity
- Company-provided software licenses and technical support

Benefits Enrollment and Support

- Comprehensive benefits orientation within first week of employment
- Dedicated benefits coordinator for enrollment assistance and ongoing support
- Annual open enrollment period with benefit plan options and changes
- Benefits helpline available for questions and claim assistance
- Wellness programs and preventive care incentives

This full-time remote position offers exceptional compensation, comprehensive benefits, and genuine career advancement opportunities for dedicated customer service professionals. Join our team and build a rewarding career while helping customers achieve success. Click Apply Now to submit your application for this Customer Support Representative position with full benefits and advancement potential. *Meridian Customer Excellence is an equal opportunity employer. This position requires authorization to work in the United States. Benefits and job responsibilities may be modified based on business needs and regulatory requirements.*



APPLY NOW

Disclosure

Disclaimer: Please note that Jobtacular.com is NOT a recruitment agency. We are not an agent or representative of any employer. **Marketing Disclosure:** This website is a marketplace. As such you should know that the owner has a monetary connection to the product and services advertised on the site. The owner receives payment whenever a qualified lead is referred but that is the extent of it. Be sure to check out our partner sites at [RemoteJobsSite.com](https://remotejobssite.com), [YourRemoteWork.com](https://yourremotework.com) and [Joballstar.com](https://joballstar.com)