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APPLY NOW

Digital Customer Service Associate – Live Customer Service $25-$35/Hour – Entry Level Welcome

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

Description
Position: Digital Customer Service Associate**Company:** Premier Support Solutions**Division:** Online Customer Care**Supervisor:** Digital Customer Service Manager**Status:** Remote Contract Position**Location:** Remote Work (United States)**Compensation:** $25.00 – $35.00 per hour

Job Summary

Premier Support Solutions is seeking Digital Customer Service Associates to provide live customer service support through online platforms. This entry-level position involves assisting customers via website chat systems, social media channels, and email correspondence to resolve inquiries and ensure positive customer experiences.The role requires strong written communication skills, problem-solving abilities, and customer-focused attitude. Comprehensive training is provided to prepare new associates for success in digital customer service delivery.

Primary Responsibilities

Digital Customer Support

- Respond to customer inquiries through live website chat platforms
- Handle customer questions and concerns via social media channels
- Process customer service requests through email support systems
- Provide accurate product information and technical assistance
- Guide customers through account setup and transaction processes
- Document customer interactions and outcomes in company databases

Customer Issue Resolution

- Identify customer needs through effective questioning and listening
- Research solutions using company knowledge base and resources
- Implement appropriate solutions within established guidelines
- Escalate complex issues to supervisors or specialized teams
- Follow up with customers to confirm satisfaction with resolutions
- Maintain records of common issues and successful resolution strategies

Service Quality and Performance

- Meet established response time standards for customer communications
- Achieve customer satisfaction ratings above departmental benchmarks
- Complete assigned productivity targets for daily customer interactions

- Participate in quality assurance reviews and improvement initiatives
- Collaborate with team members to share knowledge and best practices
- Maintain professional standards in all customer communications

Position Requirements

Education and Background

- High school diploma or equivalent education required
- Entry-level candidates encouraged to apply
- Previous customer service experience helpful but not required
- Any work experience demonstrating communication skills considered

Essential Skills

- Excellent written communication with proper grammar and spelling
- Strong reading comprehension and attention to detail
- Basic computer skills including email and internet navigation
- Ability to learn new software applications quickly
- Professional attitude and customer service orientation

Technical Requirements

- Access to reliable computer with current operating system
- High-speed internet connection for consistent performance
- Quiet workspace suitable for professional activities
- Basic troubleshooting abilities for common technical issues
- Willingness to use multiple software platforms simultaneously

Personal Qualities

- Self-motivated with ability to work independently
- Reliable attendance and punctuality
- Flexible approach to changing procedures and priorities
- Team collaboration and positive attitude
- Commitment to continuous learning and improvement

Work Schedule and Environment

Schedule Options

- Flexible scheduling between 10-40 hours per week
- Multiple shift times including days, evenings, and weekends
- Part-time and full-time opportunities available
- Schedule preferences accommodated when possible
- Premium compensation for weekend and holiday shifts

Remote Work Benefits

- Work from home or any location with internet access
- Elimination of commute time and related expenses
- Comfortable personal workspace environment
- Better work-life balance opportunities
- Reduced workplace distractions

Work Environment Requirements

- Professional workspace suitable for customer interactions
- Minimal background noise during scheduled hours
- Reliable technology and internet connectivity
- Regular participation in virtual team meetings
- Adherence to company policies and procedures

Compensation and Benefits

Hourly Pay Structure

- Starting rate: $25.00 – $30.00 per hour based on qualifications
- Performance-based increases available after initial review period
- Annual merit reviews with potential salary advancement
- Overtime opportunities during peak business periods
- Competitive compensation compared to industry standards

Performance Incentives

- Monthly bonuses for exceeding customer satisfaction targets
- Quality achievement rewards up to $250 per quarter
- Perfect attendance recognition and bonus payments
- Employee referral bonuses for successful candidate recommendations
- Annual performance awards and recognition programs

Professional Development

- Comprehensive 32-hour paid training program
- Ongoing education and skills development workshops
- Career advancement coaching and planning sessions
- Educational assistance for relevant professional development
- Leadership training for advancement candidates

Training Program Overview

Initial Training Schedule

Week 1: Customer service principles, company policies, and communication skills development **Week 2:** Digital platform training, system navigation, and product knowledge **Week 3:** Practical application with supervised customer interactions and coaching **Week 4:** Independent work transition with continued mentoring and support

Continuing Education

- Weekly team training sessions covering new procedures and products
- Monthly skills workshops focusing on advanced customer service techniques
- Quarterly training updates and professional development opportunities
- Annual customer service conference with industry professionals
- Cross-training in specialized service areas for career development

Performance Expectations

Quality Standards

- Customer satisfaction rating of 92% or higher
- Average response time under 45 seconds for chat inquiries
- Accurate information delivery in all customer interactions
- Professional communication tone and presentation
- Compliance with company policies and confidentiality requirements

Productivity Metrics

- Handle assigned volume of customer interactions per shift
- Complete required documentation within established timeframes
- Maintain consistent availability during scheduled work hours
- Active participation in training and team development activities
- Contribution to department goals and objectives

Career Development Opportunities

Advancement Timeline

- **Senior Digital Customer Service Associate:** 6-9 months with strong performance
- **Team Lead Position:** 12-15 months with leadership demonstration
- **Quality Assurance Specialist:** 15-18 months with quality focus
- **Training Specialist:** 18-24 months with mentoring experience
- **Supervisor Role:** 2+ years with management potential

Development Support

- Individual career planning and goal setting sessions
- Leadership development programs for advancement candidates
- Cross-departmental experience and training opportunities
- Professional networking and industry conference attendance
- Mentorship programs with experienced customer service professionals

Application Process

How to Apply

Click "Apply Now" to access our online application system. The application process includes:

- Personal information and work authorization verification
- Education and work history details
- Skills assessment covering communication and technical abilities
- Availability preferences and scheduling requirements
- Brief customer service scenario responses

Selection Timeline

1. **Application Submission:** Complete online application form
2. **Initial Review:** Application screening within 2-3 business days
3. **Skills Assessment:** Online evaluation of communication and computer skills
4. **Phone Interview:** Conversation with recruiting coordinator

5. **Video Interview:** Meeting with digital customer service manager
6. **Reference Verification:** Employment and character reference checks
7. **Job Offer:** Position offer with training schedule and compensation details

Expected Timeline

- Complete hiring process takes approximately 1-2 weeks
- Training program begins within 5 business days of hire
- Full productivity expected within 30 days of training completion
- Regular performance reviews during initial 90-day period
- Ongoing development and advancement planning throughout employment

Company Information

Premier Support Solutions has provided digital customer service solutions since 2020, serving businesses across technology, retail, healthcare, and professional services industries. We focus on delivering exceptional customer experiences through skilled professionals and innovative support platforms.Our company culture emphasizes employee development, customer satisfaction, and professional excellence. We maintain competitive compensation packages, comprehensive training programs, and advancement opportunities that support both individual success and organizational growth.

Organizational Values

- **Customer Focus:** Commitment to exceeding customer expectations
- **Professional Excellence:** High standards for service quality and performance
- **Employee Development:** Investment in training and career advancement
- **Team Collaboration:** Supportive work environment and knowledge sharing
- **Innovation:** Continuous improvement in service delivery methods

Success Characteristics

Successful Digital Customer Service Associates typically demonstrate:

- Natural empathy and genuine desire to help customers
- Strong written communication skills with attention to detail
- Ability to multitask effectively while maintaining quality
- Professional presentation and reliable work habits
- Adaptability to new procedures and changing requirements
- Positive attitude and collaborative approach with colleagues

Equal Employment Opportunity

Premier Support Solutions is committed to equal employment opportunity and does not discriminate based on race, color, religion, gender, sexual orientation, gender identity, age, national origin, disability, veteran status, or any other legally protected characteristic.We encourage applications from all qualified candidates and provide reasonable accommodations for individuals with disabilities to participate in the application process and perform essential job functions.

Additional Information

Technology Requirements

- Computer with minimum 8GB RAM and current operating system
- High-speed internet connection with at least 25 Mbps speed
- Quiet workspace for professional customer interactions
- Backup internet connection recommended for reliability
- Basic office supplies for organization and productivity

Performance Support

- Regular coaching and feedback sessions with supervisors
- Quality assurance monitoring and improvement guidance
- Performance recognition programs and achievement celebrations
- Career development planning and advancement preparation
- Peer support networks and team collaboration opportunities

Work-Life Balance

- Flexible scheduling options to accommodate personal commitments
- Time off policies for vacation and personal needs
- Employee wellness programs and support resources
- Professional development that enhances career prospects
- Recognition of achievements and contributions

This entry-level position offers excellent opportunities for individuals seeking to begin careers in digital customer service with competitive compensation, comprehensive training, and genuine advancement potential. Join our team and help deliver outstanding customer experiences while developing valuable professional skills.Click Apply Now to start your application and begin your career as a Digital Customer Service Associate with Premier Support Solutions*Premier Support Solutions is an equal opportunity employer. This position requires authorization to work in the United States. Job responsibilities may be modified based on business needs and operational requirements.*

Disclosure