

<https://jobtacular.com/job/entry-level-part-time-remote-live-chat-representative-20-to-25-per-hour/>

Remote Chat Support | Help Customers | Part-Time | Earn \$25-\$35/hr

Description

About Jobtacular.com

At Jobtacular.com, we specialize in connecting job seekers with remote and work from home job opportunities. Our platform is designed to help individuals find flexible and fulfilling careers that align with their lifestyle. We believe in the power of remote work to enhance work-life balance and productivity, and we are dedicated to assisting both job seekers and employers in this evolving landscape.

Job Responsibilities

Prompt and Professional Customer Support

As an Entry-Level Part-time Remote Live Chat Representative, your primary responsibility will be to engage with customers through live chat conversations and assist them with their inquiries. Your role will involve providing exceptional customer service by promptly responding to customer inquiries via live chat. You will address customer concerns, questions, and complaints with empathy and patience, aiming to resolve customer issues in a timely and satisfactory manner, ensuring customer satisfaction and loyalty.

Product and Service Knowledge

Developing a comprehensive understanding of our products and services is crucial for effectively assisting customers. As a Live Chat Representative, you will stay up-to-date with product updates and improvements to deliver accurate information to customers. By offering product recommendations and guiding customers in making informed purchasing decisions, you will play an essential role in enhancing the customer experience.

Troubleshooting and Technical Support

Your technical skills will come into play as you assist customers with any technical issues related to our online platform or services. Troubleshooting common problems and providing step-by-step instructions to resolve them will be part of your responsibilities. Additionally, you will collaborate with other team members to escalate complex issues and ensure timely resolutions, ensuring a seamless customer support experience.

Documentation and Reporting

Maintaining detailed and accurate records of customer interactions, inquiries, and resolutions is essential for effective customer support. You will generate reports on frequently asked questions, recurring issues, and customer feedback. By providing suggestions for process improvements and enhancements, you will contribute to

Hiring organization

Work From Home Recruiting

Employment Type

Part-time

Industry

Customer Service

Job Location

Remote work from: United States

Base Salary

\$ 20 - \$ 25

Date posted

October 30, 2024

Valid through

01.01.2029

optimizing our customer support system and overall operations.

Requirements

To succeed in this entry-level role, you should meet the following requirements:

Excellent Written Communication Skills

Demonstrate excellent written communication skills with a strong command of grammar and spelling. Clear and effective written communication is vital in providing exceptional customer service through live chat interactions.

No Prior Customer Service Experience Required

This is an entry-level position, and no prior customer service experience is required. We value individuals with a passion for providing outstanding customer support and the willingness to learn and grow in their role.

Proficiency in Live Chat Platforms and Customer Support Software

Demonstrate proficiency in using live chat platforms and customer support software. Familiarity with these tools will enable you to effectively engage with customers and resolve their inquiries.

Multitasking and Time Management Skills

Possess the ability to multitask and handle multiple chat conversations simultaneously. As a Live Chat Representative, efficient time management and the ability to prioritize tasks are crucial for providing prompt and effective customer support.

Strong Problem-Solving Skills

Exhibit strong problem-solving skills with the ability to think quickly and find creative solutions. Your ability to assess customer issues and provide appropriate resolutions will contribute to a positive customer experience.

Empathy and Patience

Demonstrate empathy and patience when addressing customer concerns and complaints. Your ability to understand and empathize with customers' situations will help build rapport and foster positive relationships.

Availability for Part-time Hours

Availability to work part-time hours, including evenings and weekends, is required for this role. Flexibility in your schedule will allow you to assist customers during peak times and provide support across different time zones.

Reliable Internet Connection and Suitable Workspace

Maintain a reliable internet connection and have access to a suitable home workspace that enables you to work without distractions. A stable work environment will ensure seamless communication with customers and allow you to focus on

providing exceptional customer support.

Self-Motivation and Discipline

Possess self-motivation and discipline to work independently with minimal supervision. As a remote Live Chat Representative, you will be responsible for managing your workload and ensuring productivity and efficiency in your daily tasks.

FAQs About Remote Work

Q: What are the advantages of working remotely as a Live Chat Representative?

A: Working remotely as a Live Chat Representative offers flexibility, allowing you to work from the comfort of your own home. It eliminates the need for commuting, provides a better work-life balance, and offers the opportunity to connect with customers from all around the world.

Q: What are the technical requirements for this remote position?

A: To work effectively as an Entry-Level Part-time Remote Live Chat Representative, you will need a stable internet connection, a computer or laptop, and access to necessary software or tools provided by the company. Good typing skills and proficiency in using chat platforms are also essential.

Q: How will training and onboarding be conducted for remote employees?

A: Our company provides comprehensive remote training and onboarding for all new employees. You will receive detailed instructions, resources, and support to ensure you are equipped with the knowledge and skills needed to excel in your role. Training may include virtual meetings, video tutorials, and interactive modules.

About Jobtacular.com

Jobtacular.com is a leading job board specializing in remote and work from home job opportunities. We are committed to bridging the gap between job seekers and remote employers, making the process of finding and hiring remote talent seamless. With our extensive network and user-friendly platform, we strive to empower

individuals in their search for remote careers and assist companies in building successful remote teams.

Join our team as an Entry-Level Part-time Remote Live Chat Representative and become part of a thriving remote work community. Apply now to embark on a rewarding journey that offers flexibility, growth, and the opportunity to make a difference in people's lives.

How to Apply

Our client requires a short three-minute assessment to apply, which you can take by clicking the button below.

Visit Site

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, YourRemoteWork.com and Joballstar.com