



<https://jobtacular.com/job/part-time-customer-service-chat-work-from-home-job-17-hour/>

Remote Customer Chat Service - Part-Time | \$17/hr | \$25-\$35/hr

Description

Our client, an online chat support company providing chat reps to major brands, is seeking a talented and passionate individual to join their team as a Part Time Customer Service Chat Representative. This position will allow you to work from the comfort of your own home and provide chat support to customers of major brands through our online chat support platform. As a chat representative, you will be responsible for providing exceptional customer service and technical support to customers via our chat platform.

Responsibilities

As a Part Time Customer Service Chat Representative, you will be responsible for:

Responding to Customer Inquiries and Requests

You will be expected to respond to customer inquiries and requests in a timely and professional manner. This includes answering questions, resolving issues, and providing clear and concise solutions.

Utilizing Chat Software to Communicate with Customers

Our chat support company utilizes advanced chat software to communicate with customers. You will be responsible for using this software to engage with customers and resolve their issues.

Providing Excellent Customer Service and Technical Support

Providing excellent customer service and technical support is the primary goal of this position. You will need to be able to provide expert assistance to customers and answer any questions they may have.

Meeting Performance Metrics and Goals

You will be responsible for meeting performance metrics and goals set by our client. This includes maintaining high levels of customer satisfaction, productivity, and accuracy.

Requirements

Our ideal candidate will possess the following qualifications:

Excellent Written Communication Skills

Strong written communication skills are critical for success in this role. As a chat

Hiring organization

Tech Connect

Employment Type

Part-time

Industry

Customer Service

Job Location

Remote work from: United States

Base Salary

\$ 17

Date posted

August 28, 2024

Valid through

01.01.2029

representative, you will be expected to communicate with customers primarily through written messages. Therefore, you should have a strong command of the English language and be able to write clear and concise messages.

Ability to Multitask and Navigate Multiple Computer Systems

As a chat representative, you will be required to navigate multiple computer systems and platforms simultaneously. You should be able to multitask efficiently and quickly switch between different tasks without losing focus.

Ability to Work Independently in a Remote Work Environment

Working from home can be challenging for some people. However, our ideal candidate should be able to work independently and be self-motivated. You should be able to manage your time effectively and prioritize your tasks based on their importance.

Typing Speed of at Least 50 WPM

A fast typing speed is essential for success in this role. As a chat representative, you will be required to respond to customer messages quickly and accurately. Therefore, you should be able to type at least 50 words per minute.

Previous Customer Service Experience Preferred

While previous customer service experience is not required, it is preferred. Candidates with previous experience in customer service or technical support will be given priority.

High School Diploma or Equivalent Required

All candidates must have a high school diploma or equivalent. A college degree is not required but may be considered a plus.

Schedule

This is a part-time position, with flexible scheduling options. We require a minimum commitment of 20 hours per week. However, you can work up to 40 hours per week if you choose.

About Jobtacular.com

At Jobtacular.com, we bring remote and work from home jobs to you from all over the web. We are committed to helping job seekers find the best remote jobs available, while also helping employers connect with top talent. With our easy-to-use platform and vast network of job opportunities, we make it easy to find the perfect job that fits your lifestyle.

Qualifications

We are looking for candidates who possess the following qualifications:

Strong Communication Skills

As a chat representative, your primary mode of communication with customers will be through chat messages. Therefore, you should be able to write clear and concise messages, use proper grammar, and have a friendly and professional tone. Strong verbal communication skills may also be useful for providing phone support to customers.

Technical Aptitude

While you do not need to be an IT expert, you should be comfortable using computers and navigating different software platforms. You should be able to learn new software quickly and troubleshoot technical issues as they arise.

Problem-Solving Skills

As a chat representative, you will be responsible for resolving customer issues and answering their questions. Therefore, you should be able to think critically and come up with creative solutions to complex problems.

Empathy and Patience

Providing customer service can be challenging, especially when dealing with difficult or frustrated customers. Therefore, you should have a high level of empathy and patience. You should be able to listen to customers' concerns, understand their perspective, and provide solutions that address their needs.

Positive Attitude and Strong Work Ethic

Our ideal candidate should have a positive attitude and a strong work ethic. You should be reliable, punctual, and committed to delivering high-quality work. You should also be willing to learn and grow in your role and take on additional responsibilities as needed.

Benefits

Our client offers a range of benefits for their chat representatives, including:

Work From Home

As a chat representative, you will have the flexibility to work from home. This can save you time and money on commuting, and provide a more comfortable work environment.

Flexible Schedule

We understand that everyone has different schedules and commitments outside of work. Therefore, we offer flexible scheduling options that can accommodate your needs.

Competitive Pay

Our client offers a competitive pay rate of \$17 per hour.

Training and Support

Our client provides comprehensive training and support for all their chat representatives. You will receive extensive training on their software platforms, customer service techniques, and technical support procedures.

FAQs About Remote Work

What is remote work?

Remote work is any job that can be performed from a location other than a traditional office. This can include working from home, a co-working space, or anywhere else with an internet connection.

What are the benefits of remote work?

Remote work offers many benefits, including flexibility, increased productivity, and a better work-life balance. It allows individuals to work from anywhere, which can save time and money on commuting. It also provides a more comfortable work environment, which can lead to higher job satisfaction.

What are the challenges of remote work?

Remote work can also present some challenges, such as lack of face-to-face interaction with colleagues and potential distractions at home. It can also be difficult to separate work from personal life when working from home.

How can I be successful in a remote work environment?

To be successful in a remote work environment, it is important to have strong communication skills, be self-motivated, and have a dedicated workspace. It is also important to have a good work-life balance and set clear boundaries between work and personal time. Additionally, staying organized and managing your time effectively can help you stay productive and focused while working from home.

Conclusion

If you are looking for a part-time job that offers flexibility, competitive pay, and the ability to work from home, this Part Time Customer Service Chat Work From Home Job may be the perfect opportunity for you. Our client is committed to providing exceptional customer service and technical support to customers of major brands, and they are looking for talented and passionate individuals to join their team. If you meet the qualifications listed above and are interested in this position, we encourage you to apply

How to Apply

This position requires a short, three-minute online assessment to begin applying. Click the button below to begin the assessment now:

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