

<https://jobtacular.com/job/remote-customer-service-representative-chat-entry-level-work-from-home/>

Virtual Data Entry Assistant | Part-Time | Earn \$25-\$35/hr from Home

Description

Job Description: Remote Customer Service Representative (Chat / Entry Level / Work from Home)

Introduction

Are you a skilled communicator with a passion for delivering exceptional customer experiences? Are you seeking a flexible work-from-home opportunity that allows you to showcase your talents? Look no further! We are currently hiring Remote Customer Service Representatives to join our dynamic team. As a valuable member of our organization, you will have the chance to engage with customers through live chat platforms, providing timely assistance, answering inquiries, and ensuring customer satisfaction. Join us and embark on a rewarding career path that offers flexibility, growth opportunities, and the freedom to work remotely.

Position Overview

As a Remote Customer Service Representative, your primary responsibility will be to engage with customers through live chat on our website and various social media platforms. Your role is vital in delivering top-notch customer service, resolving inquiries, providing product information, and guiding customers through the purchasing process. You will serve as a brand ambassador, representing our company's values and commitment to exceptional customer experiences.

Responsibilities

- Engage with customers in real-time through live chat platforms, responding promptly to inquiries, providing accurate information, and offering support throughout the customer journey.
- Demonstrate excellent communication skills by actively listening to customer needs, empathizing with their concerns, and providing personalized solutions.
- Develop a comprehensive understanding of our products and services to effectively address customer inquiries and recommend suitable solutions.
- Collaborate with cross-functional teams to resolve complex customer issues, ensuring timely resolution and customer satisfaction.
- Maintain accurate and detailed records of customer interactions, inquiries, and resolutions in our CRM system.
- Continuously strive to improve customer service standards by seeking feedback, staying updated on industry trends, and implementing best practices.
- Adhere to company policies, procedures, and service level agreements to

Hiring organization

Work From Home Recruiting

Employment Type

Full-time, Part-time

Industry

Customer Service

Job Location

Remote work from: United States

Base Salary

\$ 25 - \$ 35

Date posted

October 30, 2024

Valid through

01.01.2029

ensure consistent delivery of exceptional customer experiences.

- Escalate unresolved customer issues to appropriate teams or supervisors, following established protocols and guidelines.
- Stay informed about product updates, promotions, and company news to effectively communicate relevant information to customers.
- Provide timely and accurate feedback to the management team regarding customer preferences, pain points, and emerging trends.

Qualifications

- Excellent written and verbal communication skills in English, with the ability to articulate ideas clearly and concisely.
- Proficiency in using live chat platforms, navigating multiple conversations simultaneously, and typing accurately and swiftly.
- Strong problem-solving and critical thinking abilities, with a focus on finding solutions and exceeding customer expectations.
- Demonstrated customer service experience, showcasing empathy, patience, and the ability to remain calm under pressure.
- Tech-savvy with a solid understanding of online communication tools, CRM systems, and internet navigation.
- Ability to work independently and efficiently manage time, prioritizing tasks to meet customer needs and team goals.
- A proactive learner who embraces new challenges, adapts to change, and seeks continuous personal and professional growth.
- Detail-oriented with strong organizational skills, ensuring accuracy and completeness in customer interactions and record-keeping.
- Ability to work remotely with a reliable internet connection and a suitable device (phone/tablet/laptop).

Benefits

- Flexible work-from-home arrangement, allowing you to create a healthy work-life balance.
- Competitive hourly rate (\$25 - \$35 per hour) based on experience and performance.
- Opportunities for growth and career advancement within our organization.
- Collaborative and inclusive work environment that values teamwork and employee well-being.
- Ongoing training and professional development programs to enhance your skills and knowledge.
- Open communication channels with management, promoting transparency and employee engagement.

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

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