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## Remote Support Specialist – Live Customer Service \$25-35/Hour – Training Included

### Description

**Job Title:** Remote Support Specialist  
**Company:** Advanced Customer Care Solutions  
**Department:** Remote Customer Support  
**Supervisor:** Customer Support Team Lead  
**Employment Type:** Contract Position  
**Work Location:** Remote (United States)  
**Hourly Compensation:** \$25.00 – \$35.00 per hour

### Position Summary

Advanced Customer Care Solutions is hiring Remote Support Specialists to provide live customer service assistance through digital communication platforms. This position involves helping customers resolve technical issues, answer product questions, and complete service requests through website chat, social media, and email channels. Successful candidates will demonstrate strong problem-solving abilities, excellent written communication skills, and customer-focused service approach. Comprehensive training is provided to ensure all specialists develop the expertise needed for outstanding customer support delivery.

### Key Responsibilities

#### Customer Support Services

- Provide live customer service through website chat systems and mobile applications
- Respond to customer inquiries via social media platforms including Facebook, Instagram, and Twitter
- Handle customer support requests through email ticketing systems
- Deliver accurate technical assistance and troubleshooting guidance
- Assist customers with account management, billing questions, and service issues
- Process customer feedback and escalate complex issues to appropriate departments

#### Technical Support and Problem Resolution

- Diagnose customer technical problems using systematic troubleshooting approaches
- Guide customers through step-by-step solutions for software and hardware issues
- Research solutions using comprehensive knowledge base and technical documentation
- Collaborate with technical teams to resolve complex customer problems

### 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

- Document technical issues and successful resolution procedures
- Maintain up-to-date knowledge of products, services, and technical procedures

## **Service Quality and Documentation**

- Meet established response time and resolution standards for customer interactions
- Achieve customer satisfaction ratings above departmental benchmarks
- Complete thorough documentation of customer interactions in CRM systems
- Participate in quality assurance monitoring and improvement programs
- Contribute to knowledge base updates and procedure documentation
- Engage in ongoing training and professional development activities

## **Required Qualifications**

### **Education and Experience**

- High school diploma or equivalent required
- Technical training or coursework preferred but not mandatory
- Previous customer service or technical support experience helpful but not required
- Problem-solving experience in any field considered beneficial

### **Technical Skills**

- Basic understanding of computer hardware, software, and internet technologies
- Ability to learn technical procedures and troubleshooting methods quickly
- Comfortable navigating multiple software applications simultaneously
- Proficient with email, web browsers, and basic computer operations
- Willingness to develop technical knowledge through training and practice

### **Communication and Customer Service Skills**

- Excellent written communication with clear and professional presentation
- Strong listening skills and ability to understand customer concerns
- Patience and empathy when working with frustrated or confused customers
- Ability to explain technical concepts in simple, understandable terms
- Professional demeanor and customer-focused attitude

### **Personal Qualities and Work Habits**

- Self-directed with ability to work independently in remote environment
- Strong attention to detail and commitment to accuracy
- Reliable attendance and adherence to scheduled work hours
- Flexible approach to changing technologies and procedures
- Team collaboration and positive attitude

## **Work Environment and Schedule**

### **Remote Work Arrangement**

- 100% remote position with work-from-home flexibility

- Professional workspace required for customer interactions
- Quiet environment necessary during scheduled work hours
- Regular virtual meetings and training sessions
- Performance monitoring through quality assurance programs

## Schedule Options

- Flexible scheduling options between 15-40 hours per week
- Multiple shift times available including days, evenings, and weekends
- Part-time and full-time positions available
- Schedule preferences accommodated based on business needs
- Premium pay rates for weekend and holiday coverage

## Compensation Package

### Base Hourly Rate

- Starting compensation: \$25.00 – \$30.00 per hour based on qualifications
- Technical skills assessment may qualify for higher starting rates
- Performance-based increases available after initial review period
- Annual merit reviews with salary advancement opportunities
- Overtime compensation for additional hours during peak periods

### Performance Incentives

- Monthly bonuses for exceeding customer satisfaction targets
- Technical problem resolution achievement awards
- Quality performance recognition with cash rewards
- Perfect attendance bonuses and team appreciation events
- Employee referral bonuses for successful candidate recommendations

### Training and Development Benefits

- Comprehensive 36-hour paid training program
- Technical certification support and educational assistance
- Career advancement coaching and professional development planning
- Conference attendance opportunities for top performers
- Cross-training in specialized technical areas

## Training Program

### Comprehensive Initial Training

**Week 1:** Customer service fundamentals, company overview, and communication skills development **Week 2:** Technical platform training, troubleshooting methodologies, and product knowledge **Week 3:** Hands-on practice with supervised customer interactions and technical problem solving **Week 4:** Independent work transition with ongoing mentorship and performance coaching

### Ongoing Professional Development

- Weekly technical training sessions covering new products and procedures
- Monthly skills workshops focusing on advanced troubleshooting techniques
- Quarterly technical certification opportunities and career development planning

- Annual technical conference with industry experts and advanced training
- Specialized training tracks for career advancement in technical support

## Performance Standards

### Customer Service Metrics

- Customer satisfaction rating of 93% or higher
- Average response time under 60 seconds for initial customer contact
- First-call resolution rate of 80% for technical issues
- Professional communication standards in all customer interactions
- Accurate documentation of technical problems and resolutions

### Technical Performance Requirements

- Successful completion of technical training modules and assessments
- Demonstration of troubleshooting competency through practical evaluations
- Continuous learning and adaptation to new technologies and procedures
- Collaboration with technical teams for complex problem resolution
- Contribution to technical knowledge base and procedure improvements

## Career Advancement

### Technical Career Path

- **Senior Remote Support Specialist:** 6-9 months with strong technical performance
- **Technical Team Lead:** 12-15 months with leadership demonstration
- **Technical Training Specialist:** 15-18 months with mentoring experience
- **Technical Support Supervisor:** 18-24 months with management potential
- **Technical Manager:** 2+ years with advanced technical and leadership skills

### Professional Development Support

- Technical certification programs and industry training
- Leadership development for advancement candidates
- Cross-departmental experience in product development and quality assurance
- Mentorship programs with senior technical professionals
- Industry networking and professional association participation

## Application Process

### Application Requirements

Click "Apply Now" to complete our online application including:

- Personal information and employment eligibility verification
- Technical background and relevant experience
- Customer service experience and skills assessment
- Availability preferences and scheduling requirements
- Responses to technical problem-solving scenarios

### Selection Process

1. **Application Review:** Evaluation of technical background and customer service potential
2. **Technical Assessment:** Online evaluation of problem-solving and communication abilities
3. **Phone Interview:** Discussion of technical interest and customer service approach
4. **Video Interview:** Comprehensive interview with technical support manager
5. **Technical Demonstration:** Practical assessment of troubleshooting capabilities
6. **Reference Verification:** Employment and character reference checks
7. **Job Offer:** Position offer with technical training schedule and compensation details

## Timeline and Expectations

- Application review completed within 3-5 business days
- Complete selection process takes approximately 1-2 weeks
- Technical training program begins within one week of job offer
- Full productivity expected within 4-6 weeks of training completion
- Regular performance evaluations during initial 90-day period

## About Advanced Customer Care Solutions

Advanced Customer Care Solutions has provided technical customer support services since 2020, specializing in helping businesses deliver exceptional technical assistance to their customers. We serve companies across software, technology, healthcare, and telecommunications industries. Our company culture emphasizes technical excellence, customer satisfaction, and professional development. We invest in comprehensive training, competitive compensation, and career advancement opportunities that support both individual growth and organizational success.

## Company Mission and Values

- **Technical Excellence:** Commitment to superior technical problem resolution
- **Customer Focus:** Dedication to exceeding customer expectations
- **Professional Development:** Investment in employee training and advancement
- **Innovation:** Continuous improvement in technical support delivery
- **Team Collaboration:** Supportive environment for knowledge sharing and growth

## Success Factors for Remote Support Specialists

High-performing specialists typically demonstrate:

- Natural curiosity about technology and problem-solving
- Strong analytical thinking and systematic troubleshooting approach
- Excellent communication skills for explaining technical concepts
- Patience and persistence when working with challenging technical issues
- Commitment to continuous learning and technical skill development

## Equal Employment Opportunity

Advanced Customer Care Solutions 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 encourage applications from all qualified candidates who can perform essential job functions.

## Additional Information

### Technology Requirements

- Computer with minimum 8GB RAM and current operating system
- High-speed internet connection with at least 30 Mbps speed
- Quiet workspace suitable for technical customer support
- Secondary monitor recommended for optimal productivity
- Basic technical tools and software for troubleshooting activities

### Technical Support Environment

- Access to comprehensive technical documentation and knowledge bases
- Collaboration tools for working with technical teams and specialists
- Customer relationship management systems for interaction tracking
- Technical testing environments for problem reproduction and solution validation
- Ongoing technical training resources and certification programs

This remote position offers excellent opportunities for individuals interested in technical customer support with competitive compensation, comprehensive training, and clear advancement pathways. Join our team and help customers resolve technical challenges while developing valuable technical expertise. Click Apply Now to start your application and begin your career as a Remote Support Specialist with Advanced Customer Care Solutions. *Advanced Customer Care Solutions is an equal opportunity employer. This position requires authorization to work in the United States. Job duties may be modified based on business needs and technological changes.*



**APPLY NOW**

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