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Remote Chat Job Openings – Join a team of virtual customer service agents and earn \$25-\$35 per hour.

Description

Yelp Remote Jobs | Remote Customer Success Specialist | \$25-\$35/hr

Join the Yelp Team as a Remote Customer Success Specialist—Help Businesses Succeed from Home

Are you passionate about helping small businesses succeed? Yelp is seeking enthusiastic individuals to join our team as Remote Customer Success Specialists. No previous experience is required, just a positive attitude and a willingness to learn. We provide comprehensive training to set you up for success. Earn between \$25-\$35 per hour while working remotely, supporting business owners, and becoming part of an engaging, innovative team.

About the Role

As a Remote Customer Success Specialist at Yelp, you will work directly with small and medium-sized business owners to help them make the most of their Yelp listings and advertising opportunities. You will provide support, answer questions, and offer guidance to ensure that our clients have a positive and successful experience with our platform.

This role is ideal for individuals who are motivated, enjoy helping others, and have a passion for small businesses. If you're excited to help entrepreneurs grow while working from the comfort of your own home, this opportunity could be perfect for you.

What You'll Do

- **Customer Support:** Engage with business owners via chat, email, and phone, providing assistance with Yelp features, tools, and services.
- **Guide Clients to Success:** Use your training to understand the unique needs of each business and recommend services that help them reach their goals.
- **Problem Solving:** Address any issues or questions business owners may have, ensuring that they feel supported every step of the way.
- **Record Interactions:** Maintain detailed records of customer interactions to ensure smooth follow-up and support the overall improvement of our services.

Why You Should Apply

- **No Experience Needed:** Our training program is designed to help you succeed, regardless of your previous work background.
- **Work from Home:** Enjoy the flexibility and comfort of working from your own home while helping small businesses grow.

Hiring organization

Work From Home Recruiting

Employment Type

Full-time

Industry

Customer Service

Job Location

Remote work from: United States

Base Salary

\$ 19

Date posted

April 18, 2025

Valid through

01.01.2029

- **Earn \$25-\$35/hr:** We offer competitive pay to reward your dedication to customer success.
- **Career Growth Opportunities:** Yelp is a growing company, and we encourage internal growth. Start as a Customer Success Specialist and move up to more specialized roles, leadership positions, or explore opportunities in other departments.

A Day in the Life

Your day begins by logging in from your home office, ready to connect with business owners. Your first interaction might be with a restaurant owner who is looking to optimize their Yelp listing. You guide them through the features that will help them reach more customers, providing tips on how to maximize their visibility.

Later, you connect with a salon owner who's experiencing difficulty with a recent promotion. You calmly walk them through the available advertising options, making sure they feel confident about their campaign choices.

Throughout the day, you balance customer queries with proactive outreach, offering assistance to those who may need extra help. You take breaks when needed, ensuring that you're refreshed and energized for each interaction. The flexibility of working from home allows you to create a schedule that suits your lifestyle, helping you stay productive and motivated.

Who We're Looking For

- **Customer Advocates:** You care about helping small businesses succeed and are willing to go the extra mile to ensure their satisfaction.
- **Effective Communicators:** You can convey complex ideas in a way that's easy for business owners to understand.
- **Problem Solvers:** You enjoy helping clients navigate challenges, providing practical and reassuring solutions.
- **Self-Motivated:** You thrive working independently and can manage your tasks without direct supervision.

Why This Job Matters

Small businesses are the backbone of our economy, and Yelp plays a crucial role in helping them connect with customers. As a Remote Customer Success Specialist, you will be directly contributing to the growth and success of small businesses by ensuring they get the most out of Yelp's platform.

Your support helps business owners navigate the digital landscape, giving them the tools they need to succeed. Every interaction is an opportunity to build trust, empower entrepreneurs, and make a positive impact on local communities.

Career Advancement Opportunities

At Yelp, we believe in growing our employees from within. Whether you want to specialize in customer success, take on a leadership role, or explore opportunities in marketing or sales, we provide the resources and support needed to advance your career.

Our promote-from-within philosophy means that, as you gain experience, you'll have opportunities to take on more responsibilities, mentor others, and grow into roles that align with your career goals.

Training and Support

We understand that starting a new role can be challenging, especially if you don't have prior experience. That's why we provide comprehensive training to ensure you're comfortable with Yelp's tools, processes, and best practices before you start.

Training is ongoing, with regular workshops, feedback sessions, and opportunities to learn new skills and stay up to date with industry trends. Supervisors and team members are always available to provide guidance and support whenever you need it.

Team Culture

Working remotely doesn't mean working alone. We foster a collaborative and connected team culture at Yelp. Through virtual meetings, team-building activities, and regular check-ins, we ensure everyone feels part of a supportive community.

We celebrate successes, work through challenges together, and value every team member's input. When you work with Yelp, you're joining a company that values your contributions and is committed to your growth and success.

Why Choose Yelp Remote Jobs?

Working as a Remote Customer Success Specialist at Yelp offers flexibility, growth, and the chance to make a real difference in the success of small businesses—all from the comfort of your home. Forget the limitations of a traditional office job—this role allows you to create a work-life balance that suits you, while still making a meaningful impact.

With competitive pay, opportunities for advancement, and a supportive team, this position is more than just a job—it's an opportunity to build a fulfilling career while helping others succeed. We are committed to helping you achieve your full potential.

Team Testimonials

"Working with Yelp as a Customer Success Specialist has been incredibly rewarding. The training was thorough, and the support from the team made all the difference. I love being able to work from home and help small businesses thrive." – Jamie, Customer Success Specialist

"I started with no experience, but the training and resources provided by Yelp were fantastic. I love the flexibility, and it feels great knowing that my work is helping local businesses grow and succeed." – Alex, Remote Support Specialist

How to Apply

Are you ready to help small businesses succeed from the comfort of your home? Click the "Apply Now" button below. We're looking for motivated individuals who are excited to learn, grow, and make a difference—all while working remotely.

Apply today and take the first step towards an exciting, flexible, and rewarding career as a Remote Customer Success Specialist with Yelp!

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