

Customer Support Representative

Description

How will this role will Serve, Own and Grow at Rev: Do you want to work at a high-growth company where your impact is seen and rewarded? Are you looking for the autonomy to do your best work? At Rev, we value service, ownership and growth. Rev is a dynamic and innovative AI transcription company committed to understanding the human voice. As a member of the Customer Support Team, you will be responsible for: answering phone calls, taking chats and responding to emails. This role will report to a Customer Support Manager. Please note at this time we are only seeking full-time positions  you must be able to work 40 hours per week and specific shift availability in the evenings including (12:00pm-9pm central time). Responsibilities: Skillfully communicating with customers while providing an unrivaled experience through phone, chat and email. Work seamlessly across all Rev services to resolve issues large and small. Review and process incoming orders for our various service offerings. Collaborate with the support team while maintaining our core values and meeting goals. Promote a helpful, happy attitude with both customers and your team members. Qualifications: 1+ years sales and/or customer support experience. You are tech-savvy. You are the person your family calls for help when their computer goes wonky and you do so with patience and compassion. You can easily troubleshoot basic issues. You have excellent written communication skills. When you write, words flow like butter and people are impressed by your well-thought-out prose. You have rare people skills which allow you to get out in front of problems and proactively help with potential troubles. #LI-RemotePlease mention the word **THRILL** and tag RMzUuMjM1LjEwNy40Mg== when applying to show you read the job post completely (#RMzUuMjM1LjEwNy40Mg==). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via [RemoteOK.com](https://www.RemoteOK.com)

Hiring organization

Rev.com

Job Location

Austin, Texas, United States

Base Salary

\$ 50000 - \$ 81250

Date posted

April 24, 2024

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