

Customer Support Specialist

Description

As a Customer Support Specialist at Truework, you will play a key role in helping us deliver our product to our customers daily. Our operations team sits between our customers and back-end platform, playing a critical role in delivering a best-in-class experience to the hundreds of thousands of unique users our product and web application serves each month. We are looking for a motivated and independent thinker with strong experience in high-volume call centers. We value tenacious curiosity and the ambition to deliver diamond-level service without exception. Responsibilities Independently resolve high volumes of inbound tickets via phone, email, and chat, aiming to solve 50-60 daily tickets while meeting SLAs. Troubleshoot complex technical issues, providing clear solutions to customers. Engage in proactive customer outreach initiatives to minimize recurring issues. Adhere to internal procedures to ensure exceptional customer service and compliance with regulatory standards. Communicate effectively with internal teams and customers, ensuring all necessary information is gathered to support Truework platform users. Escalate ambiguous issues to the appropriate teams for resolution. Continuously improve the income and employment verification process by understanding its nuances and identifying potential bottlenecks. The work schedule for this role is Monday through Friday, 8:00 AM to 5:00 PM Pacific Standard Time. Our Customer Support Specialists work 100% remotely from home, and a reliable high-speed internet connection is required. You may be a fit for this role if you Have a minimum 2 years of experience providing technical support in a high-volume call center or similar environment Are dedicated to delivering a world-class customer experience Hold yourself to the highest standards when it comes to organization and efficiency Thrive in a fast-paced, collaborative environment Are resilient and known for remaining calm in high-pressure situations Have excellent verbal and written communication Are highly disciplined and can juggle multiple moving pieces and details at once Have a proven track record of excellence Are adaptable and motivated with a strong work ethic Prioritize security in your personal and professional lives. We handle sensitive personal data and put security above all else when making critical business decisions. Would be nice to have A Bachelor's degree in a related field Enjoy following a process and are motivated to point out areas for continuous improvement Compensation, Benefits & Perks Our cash compensation for this role is targeted at \$16 – \$21 per hour. Final offer amounts are determined by multiple factors including candidate expertise. Employer-sponsored insurance options for Medical, Dental and Vision Life insurance, STD, LTD Paid parental leave 401(k) through Guideline Equity options TruePerks Commuter, FSA, HSA, and dependent FSA accounts all available Bring Your TRUE Self to Work. One of our 4 values at Truework is Valuing Diverse Perspectives, and we are on a mission to create a company that is the right fit for every person inside of it. Diversity and Inclusion are the hard-and-fast principles guiding how we build our teams, cultivate leaders, and create a company where our employees are comfortable bringing their authentic, true selves to work. If you have any questions before applying, please do not hesitate to contact tstanic@truework.com. Please mention the word ****PROLIFIC**** and tag `RMjE2LjI0NS4yMjEuOTE=` when applying to show you read the job post completely (`#RMjE2LjI0NS4yMjEuOTE=`). 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

Hiring organization

Truework

Job Location

San Francisco, California, United States

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