

Customer Service Associate PH

Description

Client Escalation Specialist – Be the face of a company obsessed with customer experience Fresh Prints is the hottest collegiate apparel brand that has been growing at over 60% for a decade! We have 400+ students who will contribute significantly to our revenue in the next 12 months. At Fresh Prints, one of our guiding principles is “Start and End with the Customer”. We take that very seriously. As a Customer Experience Associate, you’ll be the face for Fresh Prints and will define the experience our customers get. We’re looking for an energetic, patient, and communicative professional. Someone who loves helping other people when they’re frustrated or stressed. You need to be hands-on and have a finger on the pulse of every team. We need someone who would treat every customer as a long-time friend and make sure that they have an incredible experience every time they interact with Fresh Prints. You should be an active listener and be able to think on your feet to tackle challenging customer problems. Responsibilities Field inbound customer calls, texts, and chats on a day-to-day basis, this means: Communicate with clients, answer their questions, resolve issues, and update records. Coordinate with internal teams to offer resolutions to clients. Requirements 2 – 4 years of previous customer service experience At least 1 year of experience with help desk software like Fresh Desk or Zen Desk Experience with both phone-based customer service and chat-based customer service Neutral Accent Positive attitude Calm under pressure. Good problem-solving skills. Flexibility to work EST hours. You Are Relentlessly optimistic. Even the toughest problems don’t get you down. A great listener. You’re empathetic and you love guiding people through problems. A great writer. You can clearly explain complex ideas and resolutions over email. Diligent. You’re an i dotter and a t crosser. People rely on you because they know you sweat the small stuff. Compensation & Benefits \$400 to \$550 base pay per month. Night Shift Allowance. The opportunity to learn a lot rapidly. Working in a great culture. We’re a talented, engaged, and an ambitious team dedicated to building a business together. We work very hard but we’re also very good to each other. The entire Fresh Prints team is kind, open, informal, and caring. We earnestly support each other in our personal and professional goals.. Details (Other expectations from the role) This is a remote role. Work timings are 9:00 AM – 6:00 PM EST (US timings), 9:00 PM – 6:00 AM (PH Timings) Fresh Prints is an equal employment opportunity employer and promotes diversity; actively encouraging people of all backgrounds, ages, LGBTQ+, and those with disabilities to apply. Please mention the word “ZEST” and tag RMzUuMTY3Ljk0Ljc2 when applying to show you read the job post completely (#RMzUuMTY3Ljk0Ljc2). 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

Fresh Prints

Job Location

Manila, Manila, Philippines

Date posted

April 26, 2024

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