

# Customer Experience Agent

## Description

Whatnot Whatnot is a livestream shopping platform and marketplace backed by Andreessen Horowitz, Y Combinator, and CapitalG. We're building the future of ecommerce, bringing together community, shopping and entertainment. We are committed to our values, and as a remote-first team, we operate out of hubs within the US, Canada, UK, Ireland, and Germany today. We're innovating in the fast-paced world of live auctions in categories including sports, fashion, video games, and streetwear. The platform couples rigorous seller vetting with a focus on community to create a welcoming space for buyers and sellers to share their passions with others. And, we're growing. Whatnot has been the fastest growing marketplace in the US over the past two years and we're hiring forward-thinking problem solvers across all functional areas.

**Role**

The Customer Experience team is responsible for driving the best possible user experience through process improvement, order management, and problem solving. As part of this team you will be tasked with doing anything possible to make sure our customers get the product they ordered as fast as possible. And if something went wrong, you are ensuring that we are doing everything possible to make it right. Interact with buyers and sellers with a customer first attitude ensuring a positive experience. Resolve all customer issues regarding payments, orders, shipments and general questions with a high quality, and in a timely manner. Become an expert in Whatnot's product, processes and systems to drive positive outcomes for our users. Work with other departments to troubleshoot, research and resolve open questions. Seek out opportunities to eliminate repeat contacts and improve the overall customer experience.

**Curious about who thrives at Whatnot?**

We've found that low ego, a growth mindset, and leaning into action and high impact goes a long way here. A hungry individual looking to jump start their career in a fast paced environment. Someone willing to take on any role or task, learn new skills and be a part of building a great company. A customer service mentality with passion to reach the best possible outcome. Here's what we're hoping to see in your background:

- 2+ years of Support experience handling email and/or chat services.
- Weekend availability required.
- Understanding of Ecommerce and Marketplace operations.
- Experience with Customer facing systems like Zendesk, Kustomer, or Intercom.
- Obsession with customers / being customer first / serving customers.
- Proactive problem-solver and process-improver.
- Knowledge of Collectibles is a plus.
- Bachelor's degree or college experience preferred.

Previous start-up experience is a plus.

**Compensation**

For Full-Time (Hourly) US based applicants: \$24.04/hour to \$28.85/hour + benefits + stock options

The hourly range may be inclusive of several levels that would be applicable to the position. The final hourly rate will be based on a number of factors including, level, relevant prior experience, skills and expertise. This range is only inclusive of the hourly rate, not benefits (more details below) or equity in the form of stock options.

**Benefits**

- Flexible Time off Policy and Company-wide Holidays (including a spring and winter break)
- Health Insurance options including Medical, Dental, Vision
- Work From Home Support \$1,000 home office setup allowance
- \$150 monthly allowance for cell phone and internet
- Care benefits \$450 monthly allowance on food
- \$500 monthly allowance for wellness
- \$5,000 annual allowance towards Childcare
- \$20,000 lifetime benefit for family planning, such as adoption or fertility expenses
- Retirement: 401k offering for Traditional and Roth accounts in the US (employer match up to 4% of base salary)
- Pension plans internationally
- Parental Leave: 16 weeks of paid parental leave + one month gradual return to work
- \*company leave allowances run concurrently with country leave requirements which take precedence.

**EOE**

Whatnot is proud to be an Equal Opportunity Employer. We value diversity, and we do not discriminate on the basis of race, religion, color, national origin, gender, sexual

## Hiring organization

Whatnot

## Job Location

Phoenix, Arizona, United States

## Base Salary

\$ 30000 - \$ 50000

## Date posted

May 9, 2024

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orientation, age, marital status, veteran status, parental status, disability status, or any other status protected by local law. We believe that our work is better and our company culture is improved when we encourage, support, and respect the different skills and experiences represented within our workforce. Please mention the word \*\*INDUSTRIOUS\*\* 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)