

User Care Specialist Overnight Shift

Description

Rain is a venture-backed fintech with a mission to enable billions of people to reach financial freedom. Our first product gives employees instant access to their earned wages, enabling people to start their journey to financial success. Rain is the fastest-growing startup in the category and was incubated with QED Capital, a top fintech venture fund. The ideal candidate loves talking to people and proactively solving issues. You will be responsible for improving app engagement by making our users happy, working with our engineering team to solve any tech issues, AND providing a positive app experience through our live chat function by offering well-researched financial advice. This job will be reporting to our Customer Service Manager, and has the option to sit in our downtown Nashville office or operate remotely. You will be trained on Zendesk, customer service protocols, and financial wellness. You will be expected to educate and assist our customers in a fast and friendly matter. Responsibilities Communicate with customers via phone, email, SMS, and chat (Zendesk/Intercom)Provide knowledgeable answers to questions about product, pricing, and availabilityTroubleshoot technical problemsWork with internal departments to meet customer's needsEffectively communicate with our engineering team to resolve app bugs and problemsData entry in various platformsQualificationsAt least 1-2 years of customer service experience preferredConversational level Spanish preferredExperience in Customer Service or Customer facing roleExcellent phone etiquette and excellent verbal, written, and interpersonal skillsExperience using ZenDesk, Intercom, or related tools. Experience working in Fintech or HR Tech software companies is preferredExperience working in a high paced work environmentA willingness to learn and growAbility to multitask, organize, and prioritize workShift Hours: This person will be expected to work from 6:00pm - 3:00am CST from Friday to Tuesday. Compensation: The compensation for this position is \$19/hr.nnWe provide competitive salaries and great benefits to our employees, including:Flexible PTOParental LeaveMedical, Dental, Vision, Life, Disability coverageEquity Options Our team culture is rooted in our core values, or Rainbow Rules, which are backed up by actions vs just words on a poster. Our Rainbow Rules are:Living the Rain MissionSupporting Each OtherData DrivenHaving InitiativeGrowth MindsetAs an equal opportunity employer, Rain is committed to diversity, equity, and inclusion. Our people bring our products and organization to life, and every unique perspective makes us better. If you need accommodation in the recruiting process due to a disability, please email globalpeopleteam@rain.us or let your recruiter know. Please mention the word ****SUFFICIENTLY**** and tag **RMzQuMTQ1LjI0MC4xMDY=** when applying to show you read the job post completely (**#RMzQuMTQ1LjI0MC4xMDY=**). 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

Rain

Job Location

Remote

Base Salary

\$ 20000 - \$ 50000

Date posted

June 2, 2024

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