



Customer Support

📍 Київ, 🕒 13 грудня 2023

Компанія: [Minmaxdeals LLC](https://jobs.ua/company/id/1621411) (https://jobs.ua/company/id/1621411) ([Всі вакансії](#))

Рубрики: [Торгівля, продажі, закупівлі](#), [Офісний персонал](#), [Робота за кордоном](#)

Побажання до співробітника

Освіта: не має значення
Досвід роботи: від двох років
Графік роботи: повний робочий день

Опис вакансії

Do you like to be a fully-remote, independent worker?

Do you like to help customers find the right products, set up their accounts and track down their orders?

Are you able to solve problems and communicate with warmth and empathy, even though you're listening to customer complaints over the phone?

Ecommerce? Amazon? Shopify? Cosmetics? FMCG? Let's Go!

Do you have an American Accent? Let's hear it!

Then this Customer Support position might be for you!

About the Company

MinMaxDeals is a wholesale distributor of branded cosmetics for e-commerce businesses. MinMaxDeals has been trading since January 2019 as a highly reputable, trusted and reliable wholesale distributor of Luxury Brands in the world of cosmetics, makeup and fragrances in the United States and International markets. We supply to high profile Chain Stores, Department Stores, Wholesalers, Perfume Chain Stores, major e-commerce traders and export to the rest of the world. Our success is built on putting our customers first and working together with them to develop a long lasting relationship. We offer top best selling brands at very competitive prices.

About the Customer Support Representative Position

As our Customer Support Representative you must bring with you:

- +Experience in Customer Service Support and B2B Wholesale Sales
- +Experience in Amazon MarketPlace (Seller Central, Amazon Policies, Guidelines, Regulations, etc.)
- +Ability to communicate with warmth and empathy through written communication & on the phone.
- +Ability to handle customer complaints, provide appropriate solutions and alternatives within the time limits.
- +Ability to Multitask and is a quick learner.
- +Ability to communicate (spoken and written) in English
- +Ability to work Monday to Friday, 9 am to 5 pm EST (Eastern US Time), 40 hours per week
- +A distraction free environment while answering phone calls (ie barking dogs, television noise, music, children, etc.) to be able to devote your full attention to the customer during working hours.
- +A High School Degree (University Degree is a plus!)
- +A nice, clear, enthusiastic, voice with an American Accent!

Your Tasks and Duties as our Customer Support Representative:

- +Use tools and programs to navigate the website, research accounts, review options and solutions for customers, and communicate them effectively.
- +Support Customers through typing, phone, and computer skills by navigating the internet and website, multiple browsers, e-mail, social media, and instant messenger, or chat tools.
- +Actively solve problems and innovate on behalf of customers with good judgment to ensure the appropriate customer outcome.
- +Follow detailed verbal and written instructions.
- +Empathize with and prioritize customer needs.
- +Work in Constant Contact
- +Make suggestions to improve communications and processes where necessary

- +Keep record and log of follow up and interactions with customers
- +Data entry
- +Look for new customers
- +Treat customers with respect, resolve conflicts and set appropriate expectations.

Work Apps as our Customer Support Representative:

- +Email (Front App)
- +Shopify
- +Mondays.com
- +Google Workspace / Docs
- +Phone
- +WhatsApp
- +WeChat
- +Slack

Our Technical Requirements:

- +Reliable, Wired (not WiFi) Internet Connection (minimum of 50 Mbps Download / 10 Mbps Upload), Post Paid
- +Intel Core i5 or AMD Equivalent, Windows 10/11 Computer, at least 8GB of RAM, with Webcam and Noise Canceling Headset (or Mac Equivalent)
- +Backup Power and Internet Connection

So Why Join Us?

- +Competitive, pay at \$5.00 per hour
- +Performance Raises
- +Awesome Company Culture

See Link to Application Form to Apply (copy and paste this link to go to the form and apply): forms.gle/8gjAwbMwFGMq6VV98

forms.gle/8gjAwbMwFGMq6VV98

FB: facebook.com/profile.php?id=100093640659522&sk=about_details

Контактна інформація

Телефон: +1(424)210-7645

Контактна особа: HRmanager

Сайт: <http://www.minmaxdeals.com>