We are looking for career-minded, customer-centric individuals who are experienced in providing best-in-class customer service.

As a Resolution Specialist, you will manage a high volume of incoming calls from customers, stores, and associates while navigating multiple systems to aid in answering questions and resolving issues.

Resolution Specialists must have the ability to communicate professionally in a conversational manner while utilizing all available resources to ensure customer satisfaction. To exceed our customers’ needs, our associates must be punctual, reliable, and dedicated to making a difference.

The Requirements:

Must type a minimum of 25 WPM

Proficient with Microsoft Office programs (Outlook, Word)

High school diploma or GED

Successful completion of mandatory training for 2 weeks

Customer service experience

Hours: We provide 24/7 customer care with a variety of shift opportunities.

Job Type: Full-time

Benefits:

401(k)

401(k) matching

Dental insurance

Employee discount

Health insurance

Life insurance

Paid time off

Paid training

Vision insurance

Work from home

Schedule:

8 hour shift

Holidays

Monday to Friday

Weekend availability

Supplemental Pay:

Bonus pay

Education:

High school or equivalent (Required)

Experience:

Retail: 1 year (Preferred)

Additional Information:

Salary: $40

Frequency: Per hour

Remote Job: Yes

Employment type: Full-time