

Customer Support Representative

About the job

- In this section, include information about your business and how it operates. Consider including: company size, mission, history, and products.
- Give a high-level overview of the role and why it matters in your business.

SAMPLE TEXT

COMPANY NAME is a remote first company, with 180 employees working from 80+ cities all over the world. Our mission is TO DO WHAT WE DO. Founded in YEAR, we serve Z customers globally.

As a customer support representative, you'll work directly with our customers over email, chat, and phone. Our customer service team is currently 20 people around the world, and helps customers with any issues they experience with buying, setting up, and using our product and all of its functionality.

We are looking for someone who believes in the importance of quality support and wants to join us in delivering that help.

Key responsibilities

- Outline the core work to be done in this role, especially mentioning any specific tasks that may be different from typical support rep positions.

SAMPLE TEXT

You will be supporting our customer base through conversations and through creating and maintaining documentation. Here is what a typical day on our team looks like:

- Answering customer questions as they come through email, chat, or phone.
- Reviewing social media and either answering inquiries or routing them to the appropriate internal team.
- Spending time out of the queue to create new ways to excite and engage our customers, for instance: branching documentation, interactive email signatures, or proactive email campaigns.
- Creating documentation to help customers resolve their issues.
- Assisting with billing issues.
- Staying late (or coming in early) to support high-priority customers in different time zones.

Skills and qualifications

- Alternate titles include “You’d be a great fit if...” and “Our ideal candidate....”
- This list should help people judge their own skills against the role’s requirements
- Only list skills that are crucial. If something is “nice to have” include it in a separate section
- Take the opportunity to sell the role to potential applicants
- Our [list of customer service skills](#) may be helpful

SAMPLE TEXT

- You enjoy empowering users with the knowledge to do things for themselves in the future, not just fixing things for them.
- You’re an excellent listener and communicator with the ability to synthesize feedback and be the customer's voice to help your teammates become better marketers, designers, builders, and more.
- You are eager to spend your days speaking with customers on the phone, via email, and through chat.
- You are reading this, and you’ll include a "Hi, I love marshmallows!" in your cover letter so we can know you've read it.
- You're comfortable being uncomfortable and figuring things out on the fly. We'll give you the autonomy to help build processes from scratch.
- You're driven and goal-oriented. You're great at striving toward a clear target.

Additional sections to consider

- Benefits that are included with the position.
- Salary details.
- Information about the company and the team itself, such as the company culture or mission statement.
- Glassdoor ratings.
- Diversity and Inclusion statement.
- Perks of working for the company.
- Information about the company's fiscal stability—for instance, did you just get a round of funding?
- What the interview process will look like.
- Where candidates can find you on social media or contact you with other questions.
- Partners with whom your customer support team works closely.
- Testimonials from employees or customers.

SAMPLE TEXT

Benefits

- Salary range \$X to \$Y dependent on skills and experience
- Flexible vacation, a minimum of 20 days per year
- 12 weeks of paid parental leave, including adoption and foster care
- 401k with 1% match
- \$1,000 annual personal development stipend

Why COMPANY NAME?

- We're remote first.
- We're a certified B Corporation.