

<https://remotejobrecruiting.com/job/customer-service-specialist-live-customer-service-25-35-hour-work-from-home/>

APPLY NOW

Customer Service Specialist – Live Customer Service \$25-35/Hour – Work From Home

Description

Job Title: Customer Service Specialist
Company: ProActive Customer Care
Department: Remote Customer Operations
Reports To: Customer Service Manager
Employment Type: Contract Position
Work Location: Work From Home
Hourly Wage: \$25.00 – \$35.00 per hour

Position Description

ProActive Customer Care seeks dedicated Customer Service Specialists to join our work from home team providing live customer service support. This remote position involves assisting customers through various digital channels including website chat, social media platforms, and email communication systems.

The successful candidate will demonstrate excellent communication skills, professional customer service approach, and ability to resolve customer issues efficiently. This role offers competitive compensation, flexible scheduling, and opportunities for professional growth within our expanding organization.

Key Job Functions

Customer Support Responsibilities

- Provide live customer service assistance through website chat systems
- Respond to customer inquiries via social media channels (Facebook, Instagram, Twitter)
- Handle customer service requests through email support platforms
- Assist customers with product information, pricing, and availability questions
- Guide customers through ordering processes and account management
- Resolve customer complaints and concerns using established procedures

Communication and Problem Resolution

- Maintain professional and helpful tone in all customer interactions
- Identify customer needs through effective questioning and active listening
- Research solutions using company knowledge base and resources
- Escalate complex issues to supervisors or specialized departments
- Follow up with customers to ensure complete satisfaction

Hiring organization

Remote Work From Home Chat Support

Employment Type

Full-time, Part-time

Industry

Customer Service

Job Location

Remote work from: United States; Canada; Australia; United Kingdom; New Zealand; Ireland; Scotland; Sweden; Belgium; Spain; Czech Republic; Brazil; France; India; South Africa; Denmark; Germany; Philippines; Mexico; India; Indonesia; Alabama, USA; Alaska, USA; Arizona, USA; Arkansas, USA; California, USA; Colorado, USA; Connecticut, USA; Delaware, USA; Florida, USA; Georgia, USA; Hawaii, USA; Idaho, USA; Illinois, USA; Indiana, USA; Iowa, USA; Kansas, USA; Kentucky, USA; Louisiana, USA; Maine, USA; Maryland, USA; Massachusetts, USA; Michigan, USA; Minnesota, USA; Mississippi, USA; Missouri, USA; Montana, USA; Nebraska, USA; Nevada, USA; New Hampshire, USA; New Jersey, USA; New Mexico, USA; New York, USA; North Carolina, USA; North Dakota, USA; Ohio, USA; Oklahoma, USA; Oregon, USA; Pennsylvania, USA; Rhode Island, USA; South Carolina, USA; South Dakota, USA; Tennessee, USA; Texas, USA; Utah, USA; Vermont, USA; Virginia, USA; Washington, USA; West Virginia, USA; Wisconsin, USA; Wyoming, USA

- Document customer interactions thoroughly in CRM systems

Quality and Performance Standards

- Meet established response time requirements for customer inquiries
- Achieve customer satisfaction ratings above department benchmarks
- Complete assigned productivity targets for daily customer interactions
- Participate in ongoing training and professional development programs
- Collaborate with team members to share knowledge and best practices
- Maintain confidentiality of customer information and company data

Base Salary

\$ 25 - \$ 35

Date posted

April 29, 2026

Valid through

01.01.2029

Required Qualifications

Education and Experience

- High school diploma or equivalent required
- Previous customer service experience preferred but not mandatory
- College degree beneficial but not required for consideration
- Any relevant work experience demonstrating communication skills valued

Skills and Competencies

- Excellent written communication skills with proper grammar and spelling
- Strong problem-solving abilities and analytical thinking
- Proficient computer skills including email, internet, and basic software
- Ability to multitask and manage multiple customer conversations
- Professional demeanor and customer-focused attitude
- Time management skills and ability to work independently

Technical Requirements

- Reliable computer or laptop with current operating system
- High-speed internet connection with consistent performance
- Quiet, dedicated workspace for professional customer interactions
- Basic technical troubleshooting abilities
- Willingness to learn new software platforms and systems

Work Environment and Schedule

Work From Home Benefits

- Complete flexibility to work from any location with internet access
- Elimination of commute time and transportation costs
- Comfortable home office environment
- Better work-life balance opportunities
- Reduced workplace distractions and interruptions

Schedule Flexibility

- Choice of part-time (15-25 hours) or full-time (30-40 hours) positions
- Multiple shift options including mornings, afternoons, evenings, and weekends
- Flexible scheduling to accommodate personal commitments and preferences
- Seasonal schedule adjustments available

- Premium compensation for weekend and holiday coverage

Remote Work Support

- Virtual team meetings and collaboration sessions
- Online training and professional development programs
- Digital communication tools for team coordination
- Technical support for work-from-home setup
- Performance monitoring and feedback systems

Compensation Package

Base Hourly Pay

- Starting rate: \$25.00 – \$30.00 per hour depending on qualifications
- Performance-based increases available every six months
- Annual merit reviews with salary advancement potential
- Competitive rates compared to industry standards
- Higher compensation for specialized skills or experience

Incentive Programs

- Monthly performance bonuses up to \$400 for exceeding targets
- Customer satisfaction achievement rewards
- Quality performance recognition payments
- Perfect attendance bonuses and appreciation programs
- Employee referral incentives for successful candidate recommendations

Career Development Benefits

- Comprehensive paid training program covering all job aspects
- Ongoing professional development workshops and seminars
- Career coaching and advancement planning sessions
- Educational reimbursement for relevant courses and certifications
- Leadership development opportunities for high-performing specialists

Training and Development

Comprehensive Initial Training

Week 1: Company introduction, customer service fundamentals, and communication skills **Week 2:** Platform training, system navigation, and product knowledge development **Week 3:** Hands-on practice with supervised customer interactions and feedback **Week 4:** Independent work transition with continued coaching support

Ongoing Learning Opportunities

- Monthly training sessions covering new products and procedures
- Quarterly skills development workshops and team building activities
- Annual professional development conference with industry experts
- Cross-training in specialized areas for career diversification
- Mentorship programs with experienced customer service professionals

Performance Expectations

Service Quality Standards

- Maintain customer satisfaction rating of 95% or higher
- Average response time under 30 seconds for chat inquiries
- First-contact resolution rate of 80% for customer issues
- Professional communication in all customer interactions
- Accurate documentation of customer requests and resolutions

Productivity Requirements

- Handle assigned volume of customer interactions per shift
- Complete required administrative tasks within specified timeframes
- Maintain consistent availability during scheduled work hours
- Participate actively in team meetings and training sessions
- Contribute to team goals and department objectives

Career Advancement

Promotion Opportunities

- **Senior Customer Service Specialist:** 6-12 months with excellent performance
- **Team Lead:** 12-18 months with leadership demonstration
- **Quality Assurance Specialist:** 15-20 months with quality focus
- **Training Coordinator:** 18-24 months with mentoring experience
- **Supervisor:** 2+ years with management potential

Professional Growth Support

- Individual development planning and goal setting
- Leadership training for advancement candidates
- Cross-departmental experience opportunities
- Industry certification and continuing education support
- Networking opportunities with professional organizations

Application Instructions

Application Process

To apply for this Customer Service Specialist position, click “Apply Now” to complete our online application. The application includes:

- Personal information and employment eligibility verification
- Work history and educational background
- Customer service experience and relevant skills
- Availability preferences and scheduling flexibility
- Brief responses to customer service scenario questions

Selection Process

1. **Application Review:** Initial evaluation of submitted materials within 3 business days
2. **Skills Assessment:** Online evaluation of communication and technical abilities
3. **Phone Screening:** Brief conversation with recruitment coordinator

4. **Video Interview:** Comprehensive interview with customer service manager
5. **Reference Check:** Verification of employment history and professional references
6. **Job Offer:** Position offer with compensation details and training schedule

What to Expect

- Complete application process takes approximately 1-2 weeks
- Training program begins within one week of job acceptance
- Full productivity expected within 4 weeks of training completion
- Regular performance reviews and feedback during first 90 days
- Ongoing support and development opportunities throughout employment

About ProActive Customer Care

ProActive Customer Care has provided customer service solutions since 2019, supporting businesses across technology, retail, healthcare, and professional services industries. We specialize in delivering exceptional customer experiences through skilled professionals working in flexible, supportive environments.

Our company mission focuses on creating positive customer interactions while providing meaningful career opportunities for our team members. We believe in investing in employee development, maintaining competitive compensation, and fostering collaborative work cultures that support both individual and organizational success.

Company Values

- **Customer Excellence:** Commitment to exceeding customer expectations
- **Employee Development:** Investment in training and career advancement
- **Professional Integrity:** Honest, ethical business practices
- **Team Collaboration:** Supportive work environment and knowledge sharing
- **Work-Life Balance:** Flexible policies supporting personal and professional success

Success Factors

High-performing Customer Service Specialists typically demonstrate:

- Genuine empathy and desire to help customers
- Strong written communication with attention to detail
- Ability to remain calm and professional under pressure
- Quick learning and adaptation to new procedures
- Reliable work habits and professional presentation
- Positive attitude and team-oriented approach

Equal Employment Opportunity

ProActive Customer Care is an equal opportunity employer committed to diversity and inclusion in the workplace. We welcome applications from qualified candidates regardless of race, color, religion, gender, sexual orientation, gender identity, age, national origin, disability, veteran status, or other legally protected characteristics.

We provide reasonable accommodations for individuals with disabilities and maintain inclusive hiring practices that support our diverse workforce and customer

base.

Additional Information

Technology and Equipment

- Computer with minimum 8GB RAM and current operating system
- Reliable high-speed internet with at least 20 Mbps speed
- Quiet workspace suitable for professional customer interactions
- Headset or speakers for training and team communication
- Basic office supplies for organization and note-taking

Work-Life Balance Support

- Flexible scheduling to accommodate personal commitments
- Paid time off policies for vacation and personal needs
- Employee assistance programs and wellness resources
- Recognition programs for achievements and milestones
- Professional development that enhances career prospects

This work from home opportunity offers the perfect combination of competitive compensation, professional development, and scheduling flexibility for individuals seeking meaningful customer service careers. Join our team and help deliver exceptional customer experiences while enjoying the benefits of remote work.

Click Apply Now to start your application and begin your career as a Customer Service Specialist with ProActive Customer Care.

ProActive Customer Care is an equal opportunity employer. This position requires authorization to work in the United States. Job duties and requirements subject to change based on business needs.



Disclosure

Disclaimer: Please note that RemoteJobRecruiting.com is NOT a recruitment agency. We are not an agent or representative of any employer.

Marketing Disclosure: This website is a marketplace. As such you should know that the owner has a monetary connection to the product and services advertised on the site. The owner receives payment whenever a qualified lead is referred but that is the extent of it.

Be sure to check out our partner sites at [Jobtacular](#)