

APPLY NOW

Customer Support Representative – Live Customer Service \$25-35/Hour – Entry Level Position

Description

Job Title: Customer Support Representative

Company: ConnectPoint Solutions Inc.

Division: Digital Customer Experience

Supervisor: Customer Support Manager

Classification: Non-Exempt, Remote

Pay Range: \$25.00 – \$35.00 per hour

Work Schedule: Flexible, 5-40 hours per week

Position Overview

ConnectPoint Solutions Inc. is seeking entry-level Customer Support Representatives to provide live customer service through digital communication channels. This remote position involves assisting customers with inquiries, technical issues, and service requests through website chat, social media, and email platforms.

The ideal candidate will possess strong written communication skills, demonstrate patience and empathy in customer interactions, and show ability to multitask while maintaining attention to detail. This role offers comprehensive training, flexible scheduling, and clear advancement opportunities.

Key Responsibilities

Customer Interaction Management

- Handle inbound customer inquiries through live chat systems
- Respond to customer questions via social media platforms (Facebook, Instagram, Twitter)
- Process email support requests within established service level agreements
- Provide accurate information about products, services, pricing, and policies
- Guide customers through troubleshooting processes for technical issues
- Document customer interactions thoroughly in company CRM system

Problem Resolution and Support

- Identify customer needs through active listening and questioning techniques
- Research solutions using knowledge base and internal resources
- Escalate complex issues to appropriate departments or supervisors
- Follow up with customers to ensure complete satisfaction
- Process returns, exchanges, and refunds according to company policy

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

- Maintain knowledge of current promotions and special offers

Quality Assurance and Performance

- Meet or exceed established performance metrics for productivity and quality
- Participate in ongoing training and professional development programs
- Collaborate with team members to share knowledge and best practices
- Contribute to process improvement initiatives and feedback programs
- Maintain professional communication standards in all customer interactions
- Adhere to company policies, procedures, and confidentiality requirements

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
- Associate's degree preferred but not required
- Previous customer service experience helpful but not necessary
- Entry-level candidates encouraged to apply

Technical Requirements

- Reliable computer with current operating system (Windows 10/Mac OS)
- High-speed internet connection (minimum 25 Mbps)
- Quiet, dedicated workspace suitable for professional customer interactions
- Basic computer skills including email, web browsing, and file management
- Ability to learn new software applications quickly

Skills and Competencies

- Excellent written communication skills with proper grammar and spelling
- Strong problem-solving abilities and analytical thinking
- Ability to multitask and manage multiple customer conversations simultaneously
- Professional telephone etiquette and customer service orientation
- Time management skills and ability to work independently
- Flexibility and adaptability to changing procedures and priorities

Working Conditions

Schedule Flexibility

- Choose from various shift options including days, evenings, and weekends
- Part-time availability from 5-20 hours per week
- Full-time opportunities up to 40 hours per week
- Flexible scheduling to accommodate personal commitments
- Premium pay rates for weekend and holiday coverage

Remote Work Environment

- Work from home or any location with reliable internet
- Professional workspace required for customer interactions
- Occasional virtual team meetings and training sessions
- Performance monitoring through quality assurance programs
- Regular communication with supervisors and team members

Compensation Package

Base Pay Structure

- Starting hourly rate: \$25.00 – \$30.00 based on skills assessment
- Performance-based increases available every 90 days
- Annual merit reviews with potential for advancement
- Overtime opportunities during peak business periods

Incentive Programs

- Monthly performance bonuses up to \$500
- Customer satisfaction achievement rewards
- Perfect attendance bonuses
- Employee referral program with cash incentives
- Annual recognition awards for top performers

Professional Development Benefits

- Comprehensive paid training program (40 hours)
- Continuing education reimbursement up to \$1,500 annually
- Career advancement coaching and mentorship
- Internal promotion opportunities with increased compensation
- Professional certification support and funding

Training Program

Initial Training (Week 1-4)

Week 1: Company orientation, customer service fundamentals, and communication skills **Week 2:** Product knowledge, system navigation, and platform training **Week 3:** Hands-on practice with supervised customer interactions **Week 4:** Independent work with ongoing coaching and support

Ongoing Development

- Monthly skills workshops and product updates
- Quarterly performance coaching sessions
- Annual professional development conference
- Cross-training opportunities in specialized departments
- Leadership development track for high performers

Career Advancement

Promotion Timeline

- **3-6 months:** Senior Customer Support Representative (\$28-\$36/hour)
- **6-12 months:** Team Lead (\$32-\$42/hour)
- **12-18 months:** Supervisor (\$38-\$48/hour)
- **18+ months:** Manager (\$45-\$60/hour)

Advancement Requirements

- Consistent performance above department standards
- Completion of required training and certification programs

- Demonstration of leadership and mentoring abilities
- Positive customer feedback and satisfaction scores
- Professional development and continuous learning

Application Instructions

Required Materials

1. Completed online application form
2. Resume highlighting relevant experience and skills
3. Cover letter explaining interest in customer service field
4. Three professional or personal references with contact information

Application Process

1. **Submit Application:** Complete online application with required documents
2. **Skills Assessment:** Take online evaluation covering communication and basic computer skills
3. **Phone Interview:** 30-minute conversation with hiring manager
4. **Virtual Interview:** Video interview with team supervisor
5. **Background Check:** Employment verification and background screening
6. **Job Offer:** Conditional offer pending satisfactory completion of all steps

Timeline and Contact Information

- Applications reviewed within 2-3 business days
- Complete hiring process takes approximately 1-2 weeks
- Training begins within one week of hire date
- Questions about the position can be directed to careers@connectpointsolutions.com

Company Information

ConnectPoint Solutions Inc. has been providing customer experience solutions since 2017, serving over 200 client companies across various industries. We specialize in digital customer engagement through innovative technology and skilled customer service professionals.

Our company culture emphasizes work-life balance, professional growth, and customer-focused excellence. We maintain competitive compensation, comprehensive benefits, and supportive management practices that result in industry-leading employee satisfaction and retention rates.

Company Values

- **Customer First:** Every decision considers customer impact and satisfaction
- **Professional Growth:** Investment in employee development and advancement
- **Work-Life Balance:** Flexible policies supporting personal and professional success
- **Team Collaboration:** Supportive environment encouraging knowledge sharing
- **Innovation:** Continuous improvement in service delivery and technology

Performance Standards

- Customer satisfaction rating minimum 92%
- Average response time under 30 seconds for chat inquiries
- Quality assurance scores above 90%
- Schedule adherence of 95% or higher
- Completion of required training programs within specified timeframes

Success Factors

Successful Customer Support Representatives typically demonstrate:

- Natural empathy and desire to help others
- Strong written communication skills
- Ability to remain calm under pressure
- Quick learning and adaptation to new processes
- Reliable attendance and professional demeanor
- Commitment to continuous improvement and growth

Equal Employment Opportunity

ConnectPoint Solutions Inc. is committed to equal employment opportunity and does not discriminate based on race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, or any other legally protected characteristic.

We provide reasonable accommodations for qualified individuals with disabilities and encourage applications from all qualified candidates. Our diverse workforce strengthens our ability to serve customers and achieve business objectives.

Additional Information

Technology Support

- IT help desk available during all business hours
- Equipment troubleshooting and replacement assistance
- Software training and technical documentation
- Regular system updates and platform enhancements

Quality Assurance

- Monthly calibration sessions with supervisors
- Real-time coaching and feedback
- Customer feedback monitoring and review
- Performance improvement plans when needed

Work-Life Balance Initiatives

- Flexible scheduling options
- Personal time off policies
- Employee assistance programs
- Wellness resources and support

This entry-level position offers an excellent opportunity to begin a career in customer service with a growing company that values employee development and customer satisfaction. Join our team and build valuable skills while helping customers and advancing your professional goals.

ConnectPoint Solutions Inc. is an equal opportunity employer. This position requires authorization to work in the United States. Job duties and requirements may be modified based on business needs and operational requirements.



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