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APPLY NOW

Online Customer Service Rep – Live Customer Service \$25-35/Hour – Full Training Provided

Description

Job Title: Online Customer Service Representative

Company: MaxReach Customer Solutions

Division: Digital Support Services

Reporting Manager: Customer Service Supervisor

Employment Type: Independent Contractor

Work Location: Remote Position

Compensation: \$25.00 – \$35.00 per hour

Position Summary

MaxReach Customer Solutions seeks qualified Online Customer Service Representatives to provide live customer service support through digital communication channels. This remote position involves assisting customers with inquiries, technical issues, and service requests via website chat systems, social media platforms, and email correspondence.

The role requires excellent written communication skills, multitasking abilities, and customer-focused approach to problem resolution. Comprehensive training is provided to ensure success in delivering exceptional customer experiences.

Essential Functions and Responsibilities

Primary Customer Service Duties

- Respond promptly to customer inquiries through live chat systems
- Handle customer questions and requests via social media channels
- Process customer service tickets through email support system
- Provide detailed product information and pricing details
- Assist customers with account management and order processing
- Resolve customer complaints using established procedures and policies

Communication and Support Activities

- Maintain professional tone in all written customer communications
- Guide customers through troubleshooting processes for technical issues
- Offer appropriate promotional codes and discount information
- Direct customers to relevant resources and support materials
- Escalate complex issues to supervisors or specialized departments
- Follow up with customers to ensure satisfaction with service resolution

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

Documentation and Quality Assurance

- Record detailed notes of customer interactions in CRM system
- Track resolution status of customer issues and requests
- Meet established performance metrics for response time and quality
- Participate in quality assurance reviews and coaching sessions
- Complete required training modules and professional development activities
- Contribute feedback for process improvement and service enhancement

Base Salary

\$ 25 - \$ 35

Date posted

April 29, 2026

Required Qualifications and Skills

Valid through

01.01.2029

Education and Experience Requirements

- High school diploma or equivalent required
- Previous customer service experience preferred but not required
- College coursework beneficial but not mandatory
- Relevant work experience in any field considered
- Training provided for all necessary job functions

Technical Competencies

- Proficient computer skills including email and internet navigation
- Ability to learn new software applications and platforms quickly
- Basic troubleshooting skills for common technical issues
- Comfortable with multitasking across multiple applications
- Reliable high-speed internet connection and suitable workspace

Communication and Interpersonal Skills

- Excellent written communication with proper grammar and spelling
- Professional demeanor in all customer interactions
- Active listening skills and empathy for customer concerns
- Ability to explain complex information in understandable terms
- Patience and composure when dealing with difficult situations

Personal Attributes and Work Habits

- Self-motivated with strong independent work capabilities
- Reliable attendance and adherence to scheduled work hours
- Detail-oriented approach to documentation and follow-through
- Flexible attitude toward changing procedures and priorities
- Team-oriented mindset with collaborative approach

Work Schedule and Environment

Schedule Flexibility and Options

- Choose from various shift options to fit personal preferences
- Part-time positions available from 5-20 hours per week
- Full-time opportunities up to 40 hours per week
- Weekend and evening shifts available with premium compensation
- Seasonal schedule adjustments accommodated when possible

Remote Work Conditions

- Work from home or any location with reliable internet access
- Quiet, professional environment required during work hours
- Dedicated workspace recommended for optimal productivity
- Regular virtual team meetings and training sessions
- Occasional schedule flexibility for personal commitments

Compensation Structure and Benefits

Base Hourly Compensation

- Starting pay range of \$25.00 – \$30.00 per hour
- Pay rate determined by skills assessment and interview performance
- Performance-based increases available every six months
- Annual merit reviews with potential salary advancement
- Premium rates offered for holiday and weekend coverage

Performance Incentive Programs

- Monthly bonuses for exceeding customer satisfaction targets
- Quality performance rewards up to \$300 per quarter
- Perfect attendance bonuses and recognition programs
- Employee referral incentives for successful candidate recommendations
- Annual achievement awards for outstanding service delivery

Professional Development Benefits

- Comprehensive paid training program covering all job functions
- Ongoing education opportunities and skills development workshops
- Career advancement coaching and mentorship programs
- Tuition reimbursement for relevant professional development courses
- Conference attendance opportunities for top-performing representatives

Training Program Details

Comprehensive Initial Training

Week 1: Customer service fundamentals, company policies, and communication best practices **Week 2:** Technical platform training including CRM systems and support tools **Week 3:** Product knowledge development and service procedure implementation **Week 4:** Supervised customer interactions with real-time coaching and feedback **Week 5:** Independent work transition with continued support and evaluation

Ongoing Skills Development

- Monthly training sessions covering new products and procedures
- Quarterly skills workshops focusing on advanced customer service techniques
- Annual professional development conference with industry experts
- Cross-training opportunities in specialized service areas
- Leadership development track for career advancement candidates

Performance Standards and Expectations

Quality and Productivity Metrics

- Maintain customer satisfaction rating of 92% or higher
- Average response time under 45 seconds for chat inquiries
- Resolution rate of 85% for first-contact customer issues
- Accurate documentation of customer interactions and outcomes
- Adherence to scheduled work hours and availability commitments

Professional Standards

- Professional written communication in all customer interactions
- Compliance with company policies, procedures, and confidentiality requirements
- Participation in required training and professional development activities
- Collaboration with team members and supervisors
- Continuous improvement mindset and receptiveness to feedback

Career Advancement Opportunities

Promotion Timeline and Requirements

- **Senior Customer Service Rep:** Available after 6-8 months with strong performance
- **Team Lead Position:** Opportunity after 12-15 months with leadership demonstration
- **Supervisor Role:** Possible after 18-24 months with management training completion
- **Department Manager:** Available after 2+ years with advanced qualifications

Advancement Criteria

- Consistent performance ratings above department standards
- Completion of required professional development programs
- Demonstration of leadership qualities and mentoring abilities
- Positive customer feedback and peer recognition
- Commitment to company values and service excellence

Application Instructions and Process

Application Requirements

Click “Apply Now” to access our online application system. The application process includes:

- Complete personal information and work eligibility verification
- Skills assessment covering written communication and problem-solving abilities
- Availability questionnaire indicating schedule preferences and flexibility
- Brief questionnaire about customer service interest and career goals

Selection Process Overview

1. **Online Application:** Submit complete application with required information
2. **Application Review:** Initial screening completed within 3-5 business days
3. **Skills Assessment:** Online evaluation of communication and technical abilities

4. **Phone Interview:** 20-30 minute conversation with hiring coordinator
5. **Video Interview:** Formal interview with customer service manager
6. **Reference Check:** Verification of employment history and character references
7. **Job Offer:** Position offer with training schedule and start date

Timeline and Next Steps

- Complete application review process takes approximately 1-2 weeks
- Training program begins within one week of job offer acceptance
- Full productivity expected within 4-6 weeks of training completion
- 90-day probationary period with regular performance check-ins
- Ongoing career development and advancement planning

About MaxReach Customer Solutions

MaxReach Customer Solutions has provided customer experience management services since 2018, supporting over 220 client companies across diverse industries. We specialize in delivering exceptional customer service through skilled professionals and innovative technology solutions.

Our company culture emphasizes employee development, work-life balance, and customer-focused excellence. We maintain competitive compensation packages, comprehensive training programs, and advancement opportunities that support both individual success and organizational growth.

Organizational Values and Culture

- **Customer Excellence:** Commitment to exceeding customer expectations in every interaction
- **Employee Development:** Investment in training, coaching, and career advancement opportunities
- **Professional Integrity:** Honest, ethical business practices and transparent communication
- **Team Collaboration:** Supportive work environment encouraging knowledge sharing and mutual assistance
- **Innovation:** Continuous improvement in service delivery methods and technology utilization

Success Factors for Customer Service Representatives

High-performing team members typically demonstrate:

- Natural empathy and genuine desire to help customers
- Strong written communication skills with attention to detail
- Ability to remain calm and professional under pressure
- Quick learning capacity and adaptability to new procedures
- Reliable work habits and commitment to scheduled availability
- Positive attitude and collaborative approach with colleagues

Equal Employment Opportunity

MaxReach Customer Solutions is committed to equal employment opportunity and maintains hiring practices that do not discriminate based on race, color, religion, gender, sexual orientation, gender identity, age, national origin, disability, veteran status, or any other legally protected characteristic.

We encourage applications from all qualified candidates and provide reasonable accommodations for individuals with disabilities to participate in the application process and perform essential job functions.

Additional Position Information

Technology and Equipment Requirements

- Computer or laptop with current operating system (Windows 10/Mac OS)
- Reliable high-speed internet connection with minimum 25 Mbps speed
- Quiet workspace suitable for professional customer interactions
- Basic office supplies for note-taking and organization
- Backup internet connection recommended for reliability

Work Environment Considerations

- Ability to maintain focus during extended periods of customer interaction
- Comfortable with technology-based work and digital communication
- Flexibility to adapt to changing business needs and procedures
- Professional presentation during video calls and virtual meetings
- Commitment to maintaining confidentiality of customer information

This entry-level position offers excellent opportunities for individuals seeking to begin or advance their careers in customer service while enjoying the flexibility and benefits of remote work. Join our growing team and help deliver exceptional customer experiences while developing valuable professional skills.

Click Apply Now to start your application and take the first step toward a rewarding career in online customer service with competitive compensation and comprehensive training support.

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



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