



# Remote Customer Support

**Posted by:** Morten Jensen

**Location:** Olds

**Salary:** \$24 Per Hour

**Job ID:** YJ5601558

**Posting Date:** 26-Aug-2025

**Expiry Date:** 15-Sep-2025

**Education:** High School, College or any relevant courses.

**Language:** English/Bilingual

**Vacancies:** 8

**Experience:** 1 year

**Job Type:** Part Time

## Job Description

We are seeking a motivated and customer-focused Remote Customer Support Representative to join our team. In this role, you will be the first point of contact for our clients, providing timely, professional, and effective assistance. You will handle customer inquiries, resolve issues, and ensure an excellent customer experience through phone, email, and/or chat—while working remotely.

### **Key Responsibilities-**

- Respond to customer inquiries via email, and chat in a timely and professional manner.
- Provide accurate information about products, services, policies, and procedures.
- Troubleshoot and resolve customer issues with empathy and efficiency.
- Escalate complex problems to the appropriate department or supervisor when necessary.
- Maintain detailed and accurate records of customer interactions in the CRM system.
- Meet or exceed performance metrics such as response time, resolution rate, and customer satisfaction scores.
- Collaborate with team members and other departments to improve customer experience.
- Stay updated on company products, services, and policies to provide the best possible support.

### **Qualifications & Skills-**

- Previous experience in customer service, support, or a related field (remote experience preferred).
- Excellent verbal and written communication skills.
- Strong problem-solving abilities and attention to detail.
- Ability to multitask, prioritize, and manage time effectively.
- Comfortable working independently in a remote environment.

- Proficient with computers, CRM systems, and online communication tools.
- Bilingual (English/French) is an asset but not required.

### **Work Environment**

- Fully remote position.
- Flexible schedule may be required (evenings, weekends, or holidays depending on business needs).
- Requires a reliable internet connection, quiet workspace, and access to a computer with audio/video capability.

### **Compensation & Benefits**

- Competitive hourly wage or salary.
- Opportunities for growth and advancement within the company.
- Paid training and ongoing support.
- Flexible remote work environment.

**To apply for this job vacancy, please send your resume to the following email: [gceintl@tuta.io](mailto:gceintl@tuta.io)**

**To apply for this job vacancy, please send your resume along with a cover letter and a reference letter from your previous employer to the following email: [gceintl@tuta.io](mailto:gceintl@tuta.io)**

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