

StackUnited

Community Support Representative

Department: Compliance

Location: Remote

Job Type: Full time

Salary: Negotiable based upon experience

Plus; Competitive benefits plan including healthcare, vision, dental and 401K plan with corporate matching in the USA.

Company Overview

StackUnited is a full-service technology and design company specializing in web development, digital content storage, distribution and streaming. We are presently contracted as the development team for a rapidly growing platform in the exciting, fast paced, multi-billion-dollar adult technology industry, the StackUnited team is composed of open minded, ethical, passionate people committed to expanding the utilization of applicable technologies today, and in the future to propel the needs of business and consumers alike.

We firmly believe our success stems from the desire to empower our teammates to believe anything is possible and deliver exceptional results. As Steve Jobs once said, "...while some may see them as the crazy ones, we see genius, because the ones who are crazy enough to think that they can change the world, are the ones who do." If you are ready to join a life changing team, we are ready to hear from you!

Position Summary

A Community Support Representative (aka CSR), is someone that is an expert on all the areas of the software platform, who represents our interests positively, performing operations including answering questions, providing technical support, addressing complaints, resolving billing issues and generally provides a wide range of personalized service relating to a variety of situations.

We are seeking experienced persons who want to advance their skill set, have a strong work ethic, perform well in a fast-paced environment, are able to multitask, and work in harmony with others.

Responsibilities

- Field inbound customer service inquiries, ensuring all phone calls, live chats and emails are answered in a timely and courteous manner
- Verify user's transaction history and records
- Approve new user credentials
- Assess and review customer credit card billing history
- Navigate and verify user reported issues, documenting them, and sending them to other departments in the company
- View uploaded media for points of compliance

- Attend CSR meetings, contributing and collaborating with your team
- Model company standards in customer service by providing professional, friendly and efficient responses to customers
- Provide detailed FreshDesk response report along with a summary of the months' work volume
- Approve new creator applications ensuring all information is correct/valid
- Evaluate our current customer service system and seek to add continued improvements and efficiencies via ongoing monitoring and evaluation of customer feedback
- Whole-heartedly work towards achieving excellence within our CSR team
- Report trending issues to management
- Maintain a consistent corporate/brand image
- Remain polite, professional and courteous at all times
- Notify users of important site updates

Requirements

- Excellent understanding, great written and proficient verbal English
- Bachelor's Degree a plus
- 2+ years' experience within the customer service industry
- Strong work ethic
- Detail oriented, analytical and inquisitive
- Able to work well under pressure
- Excellent problem solving and critical thinking skills
- Ability to work independently and with others