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## Live Customer Service Representative Position – Entry Level Welcome

### Description

**Corporation:** Professional Service Partners LLC

**Department:** Customer Relations Division

**Classification:** Remote Independent Contractor

**Jurisdiction:** United States Remote Employment

**Compensation Scale:** \$25.00-\$35.00 Per Hour

**Weekly Allocation:** 5-40 Hours Per Week

**Effective Date:** Immediate Hiring Initiative

## Position Announcement and Organizational Overview

Professional Service Partners LLC announces the availability of multiple Live Customer Service Representative positions within our Customer Relations Division. This **remote jobs no degree** opportunity provides comprehensive employment for qualified candidates seeking professional advancement in customer service delivery through digital communication platforms.

Our organization maintains established partnerships with business clients across diverse industry sectors, requiring professional customer service representatives to manage real-time customer communications through website chat systems and social media platforms. This position offers competitive compensation, flexible scheduling arrangements, and structured career advancement opportunities within our expanding customer service operations.

Successful candidates will demonstrate professional communication abilities, technical competency for platform management, and commitment to excellence in live customer service delivery. Previous customer service experience is not required; comprehensive training programs ensure job readiness and professional competency for all new team members.

## Essential Job Functions and Responsibilities

### Primary Live Customer Service Duties:

**Website Customer Communication Management:** Execute professional live customer service through client website chat platforms, providing comprehensive product information, purchase assistance, and customer inquiry resolution. Manage multiple simultaneous customer conversations while maintaining response quality standards and professional communication protocols for effective live customer service delivery.

### Hiring organization

Indeed Remote Jobs

### 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

Monitor client website traffic patterns and engage proactively with potential customers requiring assistance through live customer service interactions. Process customer requests for product information, pricing details, availability confirmations, and technical specifications through systematic live customer service protocols.

**Social Media Platform Customer Engagement:** Provide professional live customer service through business social media accounts including Facebook, Instagram, Twitter, and LinkedIn platforms. Respond to customer direct messages, public comments, and brand inquiries while maintaining consistent brand voice and professional representation standards.

Execute social media customer service protocols for complaint resolution, product promotion, customer appreciation, and community engagement through strategic live customer service interactions. Coordinate with internal teams for complex issue escalation and comprehensive customer satisfaction resolution.

**Sales Support and Revenue Generation:** Facilitate customer purchase processes through consultative live customer service interactions, providing product recommendations, promotional offer communications, and purchase decision support. Process discount code applications, special offer communications, and customer loyalty program enrollment through systematic live customer service delivery.

Track conversion metrics and contribute to client revenue objectives through effective customer engagement and sales support activities. Document customer preferences and purchase patterns for improved live customer service personalization and business intelligence gathering.

**Customer Issue Resolution and Quality Assurance:** Address customer complaints, technical difficulties, and service disruptions through professional live customer service protocols. Follow established escalation procedures for complex issues requiring management intervention or specialized technical support coordination.

Maintain comprehensive customer interaction records, update customer information databases, and prepare incident reports for quality assurance review. Participate in continuous improvement initiatives for enhanced live customer service effectiveness and customer satisfaction optimization.

## Minimum Qualifications and Professional Requirements

**Educational and Experience Prerequisites:** High school diploma or equivalent educational completion. No previous customer service experience required; comprehensive training provided for all live customer service responsibilities. Professional communication skills demonstrated through written correspondence and verbal interaction capabilities.

**Technical Competency Requirements:** Reliable high-speed internet connection capable of supporting multiple live customer service platforms simultaneously without interruption. Computer workstation or mobile device with updated operating systems and web browsers for platform access and customer communication management.

Basic typing proficiency for real-time customer communication through live customer service platforms. Navigation skills for web-based applications, database

### Base Salary

\$ 25 - \$ 35

### Date posted

September 10, 2025

### Valid through

01.01.2029

systems, and multi-platform customer service management tools.

**Professional Skills and Attributes:** Written communication proficiency suitable for professional customer correspondence and live customer service interactions. Problem-solving capabilities for customer issue identification, analysis, and resolution through systematic approaches.

Multitasking abilities for simultaneous customer conversation management across multiple live customer service platforms. Professional demeanor appropriate for client brand representation and customer relationship development.

**Availability and Schedule Requirements:** Minimum five hours weekly availability for live customer service coverage responsibilities. Flexible scheduling accommodation within business hours for optimal customer service delivery and client satisfaction maintenance.

Reliable schedule adherence for assigned live customer service coverage periods. Professional communication regarding schedule modifications and availability changes affecting customer service operations.

## Compensation Structure and Benefits Package

**Base Hourly Compensation:** Starting hourly rate: \$25.00 per hour for all new live customer service representatives regardless of experience level. Performance-based compensation increases: \$28.00-\$32.00 per hour typically achieved within initial six-month employment period.

Advanced compensation levels: \$35.00+ per hour for senior live customer service specialists demonstrating exceptional performance metrics and client satisfaction ratings. Leadership position compensation: \$40.00-\$65.00 per hour for supervisory and management roles within customer service operations.

**Performance Incentive Programs:** Customer satisfaction bonuses: \$2.00-\$5.00 per hour additional compensation for maintaining ratings above 4.5 stars across all live customer service interactions. Monthly completion bonuses: \$200-\$500 based on total hours worked and quality performance metrics achievement.

Sales conversion bonuses: \$150-\$400 monthly for representatives achieving client conversion targets through effective live customer service delivery. Annual performance bonuses: \$500-\$1,500 based on overall contribution to organizational objectives and customer satisfaction metrics.

**Additional Compensation Opportunities:** Referral bonuses: \$300-\$600 for successful recruitment of qualified team members meeting performance standards. Training completion bonuses: \$100-\$250 for professional development milestone achievement and certification completion.

Holiday premium compensation: 1.5x regular hourly rates for live customer service coverage during designated holiday periods. Overtime opportunities: Premium compensation for coverage exceeding standard weekly hour commitments.

**Employee Benefits and Professional Development:** Health insurance contribution for team members working 25+ hours weekly in live customer service positions. Professional development allocation: \$800 annually for training, certification, and educational advancement relevant to customer service excellence.

Paid time off accrual for consistent team members meeting performance standards.

Equipment and workspace setup assistance for optimal live customer service delivery infrastructure.

## Training Program and Professional Development

**Initial Training Curriculum:** Comprehensive 45-hour training program covering live customer service platform navigation, customer communication best practices, conflict resolution techniques, and client-specific protocol implementation. Training delivery through online modules, interactive sessions, and practical application exercises with experienced team members.

**Platform-Specific Technical Training:** Specialized instruction for Zendesk, Intercom, LiveChat, and social media business management systems used for live customer service delivery. Technical competency development ensures effective utilization of all required platforms and customer management tools.

**Customer Service Excellence Training:** Professional development in customer psychology, communication optimization, problem-solving methodologies, and relationship management techniques for superior live customer service delivery. Advanced training in consultative selling, customer retention strategies, and brand representation excellence.

**Ongoing Professional Development:** Monthly skill enhancement sessions focusing on industry best practices, technology updates, and performance optimization strategies for live customer service excellence. Quarterly performance reviews with individualized coaching and career development planning.

**Certification and Advancement Training:** Access to industry certifications in customer experience management, digital communication, and business software applications. Leadership development programs for team members pursuing supervisory and management advancement within live customer service operations.

## Client Portfolio and Industry Exposure

**Business-to-Consumer Retail Clients:** E-commerce platforms, fashion retailers, electronics vendors, and specialty product companies requiring comprehensive live customer service support for online sales and customer relationship management.

**Technology and Software Industry Clients:** Software developers, mobile application companies, and digital service providers requiring technical customer support and user assistance through live customer service platforms.

**Professional Services and B2B Clients:** Consulting firms, educational institutions, healthcare providers, and business service companies requiring sophisticated customer communication and relationship management through professional live customer service delivery.

**Seasonal and Project-Based Client Assignments:** Temporary engagements during peak business periods, product launches, and special promotional campaigns providing diverse experience and additional earning opportunities through specialized live customer service projects.

## Performance Standards and Quality Metrics

**Response Time Requirements:** Website live customer service responses within 30 seconds during active coverage periods. Social media customer inquiries

responded to within 90 minutes during standard business hours. Follow-up communications completed within 24 hours for comprehensive customer service delivery.

**Customer Satisfaction Standards:** Maintain minimum 4.4/5.0 average customer satisfaction rating across all live customer service interactions. Achieve first-contact resolution rate of 85% or higher for customer issues and inquiries. Meet or exceed client-specific performance benchmarks for service quality and customer retention.

**Professional Communication Standards:** Accurate information delivery through all live customer service interactions. Professional tone and brand voice consistency across all customer communications. Adherence to client style guides and communication protocols for optimal brand representation.

**Productivity and Efficiency Metrics:** Effective management of assigned customer interaction volume while maintaining quality standards. Accurate completion of customer records and interaction documentation. Consistent availability during scheduled live customer service coverage periods.

## **Career Advancement Opportunities and Professional Growth**

**90-Day Performance Review and Advancement Eligibility:** Initial performance evaluation focusing on live customer service competency, customer satisfaction achievement, and professional development progress. Qualification assessment for advanced responsibilities and compensation increases.

**Six-Month Advanced Position Consideration:** Eligibility for Senior Live Customer Service Representative positions with specialized account management responsibilities and compensation range of \$32.00-\$40.00 per hour.

**Annual Leadership Development Assessment:** Evaluation for Team Lead and Supervisory positions managing customer service teams and client relationships. Leadership roles offer compensation ranging from \$42.00-\$55.00 per hour with additional management responsibilities.

**Long-Term Career Progression:** Account Manager positions focusing on strategic client relationships and business development with compensation of \$50.00-\$65.00 per hour. Senior Management opportunities in operations, training, and organizational leadership with executive compensation packages.

## **Technology Platform Requirements and Training**

**Customer Service Platform Proficiency:** Comprehensive training and certification in Zendesk for ticket management and customer interaction tracking. Intercom platform mastery for real-time website chat management and customer engagement optimization.

LiveChat system proficiency for multi-client customer service delivery. Freshdesk platform training for comprehensive customer service workflow management and team collaboration.

**Social Media Business Platform Management:** Facebook Business Manager training for professional social media customer service delivery. Instagram Creator Studio proficiency for brand representation and customer engagement through visual content platforms.

Twitter for Business training for real-time customer communication and brand voice maintenance. LinkedIn Company Page management for professional B2B customer service and relationship development.

**Customer Relationship Management Systems:** Salesforce platform training for comprehensive customer data management and relationship tracking. HubSpot system proficiency for marketing automation and customer journey optimization through live customer service integration.

**Analytics and Performance Tracking:** Google Analytics training for customer behavior analysis and service optimization insights. Customer satisfaction measurement platform proficiency for performance tracking and improvement identification.

## Work Environment and Professional Standards

**Remote Work Infrastructure Requirements:** Professional home office environment suitable for customer communication and live customer service delivery. Reliable internet connectivity with backup options for consistent platform access and customer service availability.

**Equipment and Technology Standards:** Computer workstation meeting minimum specifications for multiple platform operation and customer service software requirements. Professional headset equipment for team communications and training session participation.

**Professional Communication Environment:** Quiet workspace environment during live customer service coverage hours. Professional background and lighting for video conference participation and team meeting attendance.

**Confidentiality and Security Requirements:** Adherence to client confidentiality agreements and data protection protocols. Secure internet connection and device configuration for customer information protection and business data security.

## Application Process and Selection Criteria

**Initial Application Submission:** Complete online application including contact information, availability preferences, and professional objectives for live customer service career development. Educational background and employment history documentation for qualification verification.

**Skills Assessment and Evaluation:** Comprehensive assessment of written communication abilities, customer service aptitude, and technical competency for live customer service platform management. Evaluation designed to identify training needs and ensure successful job performance.

**Professional Interview Process:** Structured interview with hiring team including questions about career objectives, customer service philosophy, and availability for live customer service responsibilities. Opportunity for candidate questions about position requirements and organizational culture.

**Background Verification and Employment Confirmation:** Standard background check and employment eligibility verification in accordance with federal employment regulations. Reference verification and professional qualification confirmation for position suitability.

## Immediate Hiring Initiatives and Position Availability

**Current Staffing Requirements:** Twenty-five Live Customer Service Representative positions available for immediate training and client assignment. Diverse client portfolio requiring varied specialization and flexible scheduling accommodation.

**Specialized Position Opportunities:** Evening and weekend live customer service coverage with premium compensation rates. Social media specialization positions for representatives with demonstrated social platform expertise.

Industry-specific account assignments for representatives with relevant knowledge or interest in technology, healthcare, retail, or professional services sectors.

**Rapid Placement Timeline:** Application processing within 24-48 hours of submission. Skills assessment scheduling within one week of application completion. Training program enrollment within two weeks of successful candidate selection.

## Equal Employment Opportunity and Diversity Commitment

Professional Service Partners LLC maintains commitment to equal employment opportunity for all qualified candidates regardless of educational background, employment history, age, gender, race, religion, or other protected characteristics.

We welcome applications from diverse backgrounds and provide equitable advancement opportunities for all team members pursuing careers in live customer service and organizational leadership.

**Reasonable Accommodation Policy:** Accommodations available for qualified candidates with disabilities affecting job performance or training participation. Flexible arrangements for team members with scheduling constraints due to family responsibilities or educational commitments.

## Organizational Culture and Professional Environment

**Professional Development Culture:** Commitment to continuous learning and skill development for all team members pursuing excellence in live customer service delivery. Investment in training, certification, and educational advancement supporting long-term career objectives.

**Performance Recognition Programs:** Regular acknowledgment of exceptional customer service performance, professional achievement, and contribution to organizational success. Career advancement based on merit and performance rather than tenure or favoritism.

**Collaborative Team Environment:** Supportive workplace culture emphasizing knowledge sharing, peer mentorship, and collective success in live customer service excellence. Open communication with management regarding professional development and career advancement objectives.

## Contact Information and Application Submission

**Application Submission Requirements:** Submit completed application through corporate website portal including all required documentation and availability information. Application review process begins immediately upon submission with response guaranteed within 48 hours.

**Human Resources Contact:** Professional Service Partners LLC Human Resources Department available for application questions and candidate support throughout hiring process. Contact information provided upon application submission for ongoing communication and status updates.

**Training Schedule Information:** New employee orientation and live customer service training programs begin weekly with flexible scheduling to accommodate candidate availability and client coverage requirements.

**Ready to begin your professional career in live customer service with established compensation and advancement opportunities? Submit your application today for immediate consideration!**



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