

Yelp Remote Jobs

Description

Yelp offers remote customer service positions, allowing individuals to support customers from the comfort of their homes. These roles involve assisting Yelp users with inquiries, issues, and feedback via phone, email, or chat. Remote customer service representatives play a vital role in maintaining positive customer experiences and fostering trust in the Yelp platform. Candidates with excellent communication skills, problem-solving abilities, and a customer-focused mindset thrive in these positions. Working remotely for Yelp provides flexibility and the opportunity to contribute to a leading online platform while assisting users from various locations.

Responsibilities:

- Respond to customer inquiries via email, phone, and chat in a professional and timely manner.
- Assist users with account-related issues, billing inquiries, and technical support.
- Provide guidance and recommendations to users seeking information about local businesses.
- Investigate and resolve customer complaints or escalations with empathy and understanding.
- Collaborate with cross-functional teams to address customer needs and improve the overall user experience.
- Stay informed about Yelp's products, features, and policies to provide accurate information to users.

Qualifications:

- Previous experience in customer service, preferably in a remote or contact center environment.
- Excellent written and verbal communication skills with a friendly and professional demeanor.
- Strong problem-solving abilities and the ability to think quickly on your feet.
- Empathy and patience when dealing with challenging situations or upset customers.
- Ability to multitask and prioritize tasks effectively in a fast-paced environment.
- Familiarity with CRM software and other customer service tools is a plus.
- Must have a reliable internet connection and a quiet workspace conducive to remote work.

Benefits:

- Competitive compensation package with opportunities for performance-based bonuses.
- Comprehensive benefits package, including health insurance, retirement plans, and paid time off.
- Flexible work schedule with options for full-time or part-time employment.
- Remote work environment with the freedom to work from anywhere within the United States.
- Opportunities for career growth and advancement within Yelp's customer service team.

Hiring organization

Yelp Remote Jobs

Employment Type

Full-time

Industry

Private

Job Location

United States

Remote work from: USA

Working Hours

7

Base Salary

\$ 20 - \$ 37

Date posted

June 30, 2024

Valid through

03.07.2025

Button

APPLY NOW

If you think this role describes you, we would love to hear from you. Apply now to join our team!