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American Express At Home (Customer Service) \$20/Hr

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Industry

Private

Hiring organization

American Express Jobs(Customer Service)

Employment Type

Full-time, Part-time

Date posted

May 12, 2024

Base Salary

\$ 20 - \$ 35

Valid through

23.12.2024

Working Hours

6

Job Location

United States

Remote work from: USA

Description

American Express offers remote customer service positions, allowing individuals to work from home while earning \$20 per hour. These roles involve assisting customers with inquiries, resolving issues, and providing exceptional service over the phone or through online channels. Working from home provides flexibility and convenience, allowing employees to balance work with personal commitments. American Express values professionalism, communication skills, and a customer-centric approach in its remote customer service team. Joining American Express at home offers a competitive hourly wage along with the opportunity to represent a renowned company while enjoying the benefits of remote work.

Job Responsibilities:

- Provide exceptional customer service to American Express cardmembers via phone, email, and chat.
- Handle inquiries related to account management, billing, rewards programs, and more.
- Resolve customer issues efficiently and effectively, ensuring a positive customer experience.
- Educate customers on American Express products, services, and benefits.
- Process transactions and account updates accurately and securely.
- Adhere to company policies and procedures while maintaining confidentiality and security standards.
- Meet or exceed performance metrics, including customer satisfaction, call resolution, and quality assurance standards.

Requirements:

- Previous customer service experience preferred, ideally in a call center or remote environment.
- Excellent communication skills, both verbal and written.

- Ability to multitask and navigate multiple systems simultaneously.
- Strong problem-solving skills and attention to detail.
- Proficiency with computer systems and familiarity with Microsoft Office applications.
- Ability to work independently in a remote setting while collaborating with team members and supervisors.
- Flexibility to work various shifts, including evenings, weekends, and holidays as needed.

Benefits:

- Competitive hourly wage starting at \$20 per hour.
- Work from the comfort of your own home with flexible scheduling options.
- Comprehensive training program to ensure your success in the role.
- Opportunities for career advancement and professional development.
- Access to employee benefits, including health insurance, retirement plans, and employee discounts.
- Join a diverse and inclusive team dedicated to providing exceptional service to American Express cardmembers.

If you're passionate about delivering outstanding customer service and ready to join a prestigious company with a global reputation, apply now to become an American Express At Home Customer Service Representative.