

Costa Rica Jobs Expertini®

Customer Support - Chats - LATAM (3858)

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Company: ModSquad

Location: Costa Rica

Category: other-general

ModSquad has partnered with multiple top-tier brands/clients across the globe and we need the best of the best in **Customer Support** ! Do you have a **Customer Support** background? Do you enjoy work-from-home and flexible schedules? ModSquad is seeking Mod Contractors to join our network! If you want the chance to work gigs on the coolest of client projects...then **ModSquad is the place for you!!** Our clients are strictly Top Tier whose product offerings and services are hip, contemporary, and very current. You will instantly know who they are and very likely use them yourselves. Their customers expect the best service and support and that's where we come in. Our Mods bring super skills, a positive attitude, and a great vibe to project work every day. Mods assist and guide customers to the right answers, solve concerns and are the GPS for customers to understand and optimize the best use of a client's product or services. Project gigs are available now and more are on the horizon. **Project Hours (All Times Pacific) 24/7 Hourly Rate** To be discussed in the interview phase **Commitment** 20 hours per week 90 days (as needed) **Language:** Primarily English + Spanish

The Ideal Mod:

Has strong customer service experience, particularly over tickets

Has excellent written and verbal communication skills

Has experience using streaming services

Is fully flexible and has at least 20 hours of availability each week during the desired times

Can begin orientation ASAP if needed

Has experience working a multilingual, busy team

Is willing to field chat, tickets and phone calls

Has excellent English & spoken competence

Workspace Requirements:

Dedicated laptop or desktop computer with Windows 10 or above

Willingness to install MSQ security software and 2FA app on the phone

What's In It For You:

The potential to work with some of the coolest clients around the world like the NFL, Vimeo, and Topps!

Flexible self-scheduling

Access to 'Hot Gigs' postings exclusive to the Mod Network

Work from home

Competitive hourly rate - Discussed during your first interview

Paid orientation

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