



<https://warriorpr.com/job/overnight-remote-chat-support-jobs-local-seo-agency-25-30-hr/>

Hiring organization

WarriorPR.com

Employment Type

Full-time, Part-time

Job Location

Remote work from: USA

Base Salary

\$ 25 - \$ 30

Date posted

September 1, 2024

Overnight Remote Chat Support Jobs | Local SEO Agency | \$25 – \$30/hr

Description

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No Calls or Messages Please

All applicants are processed through our HR division. Any calls or messages outside of this application process will result in disqualification from consideration. Please follow the instructions below to apply.

About Warrior PR

WarriorPR.com is a renowned Local SEO agency that specializes in public relations, online reputation management, web design, and search engine optimization. Our mission is to help brands enhance their visibility and protect their image in a highly competitive market. We achieve this through impactful media engagement, strategic crisis response, and cutting-edge SEO tactics, ensuring our clients stand out and maintain a positive public presence. With a team of dedicated professionals, we are committed to providing tailored solutions that meet the unique needs of every client, helping them navigate the complexities of modern digital communication.

Job Overview

We are currently seeking motivated and dedicated Overnight Remote Chat Support Agents to join our dynamic team at Warrior PR. This is an excellent opportunity for individuals looking for a flexible overnight remote job, offering the chance to work from home while providing critical support to our diverse client base. In this role, you will be responsible for delivering real-time assistance to clients via chat, addressing inquiries about our services, troubleshooting issues, and ensuring a seamless client experience. Your primary goal will be to help clients understand and make the most of Warrior PR's wide array of services, including Local SEO, online reputation management, and strategic crisis response.

This role is perfect for individuals who thrive in a remote work environment and have the discipline to manage their time effectively during overnight shifts. As part of our remote team, you will play a crucial role in upholding the high standards of customer service that define our brand, ensuring that every client interaction is handled with professionalism, accuracy, and a commitment to excellence.

Key Responsibilities

Swift Client Response

As an Overnight Remote Chat Support Agent, you will be the first point of contact for clients, managing incoming chats with efficiency and professionalism. Your ability to respond promptly to client inquiries will create a welcoming and supportive environment, ensuring clients feel heard and valued. Your role involves monitoring chat queues and managing multiple conversations simultaneously, prioritizing responses to ensure quick and effective service. This requires excellent multitasking skills and the ability to remain calm and composed under pressure, especially during peak times or when dealing with challenging client inquiries.

Deliver Clear and Accurate Information

A comprehensive understanding of Warrior PR's services is essential for this role. You will be responsible for providing clear, concise, and accurate information to clients, guiding them through our offerings in media relations, reputation management, Local SEO, and more. Your expertise will help clients navigate our services confidently, enabling them to make informed decisions about how best to leverage our solutions to meet their specific needs. By delivering precise and detailed information, you will play a key role in enhancing the client's overall experience with Warrior PR, fostering trust and building long-term relationships.

Troubleshoot and Resolve Client Issues

Your problem-solving skills will be put to the test as you address client issues swiftly and effectively. Whether it's clarifying service details, resolving technical issues, or providing step-by-step guidance, your ability to troubleshoot and resolve problems will be crucial in maintaining high levels of client satisfaction. When necessary, you will collaborate with other departments or escalate issues to ensure a timely and satisfactory resolution. Your proactive approach to problem-solving will help prevent small issues from becoming larger problems, contributing to a smooth and efficient client support process.

Maintain High Levels of Customer Satisfaction

Building strong, positive relationships with clients is at the heart of this role. Your empathetic communication style, combined with a genuine commitment to service excellence, will help maintain high levels of customer satisfaction. You will actively listen to client concerns, address their needs with care, and go the extra mile to ensure they feel supported and valued. By consistently delivering exceptional service, you will help foster loyalty and trust in Warrior PR's ability to meet and exceed client expectations.

Document Interactions Thoroughly

Accurate documentation is a critical component of effective client support. You will be responsible for meticulously recording all client interactions, including inquiries, issues, and resolutions. This ensures that client information is up-to-date and

accessible for future reference, facilitating smooth follow-up and continuity of service. Your attention to detail in maintaining comprehensive records will contribute to a well-organized and efficient client support system, allowing Warrior PR to deliver consistent and high-quality service.

Upsell and Cross-Sell Services

Part of your responsibilities will include identifying opportunities to suggest additional services that may benefit the client. By understanding their unique challenges and needs, you can recommend solutions that enhance their overall experience with Warrior PR. Whether it's proposing an upgrade to their current service package or highlighting new features that align with their business goals, your proactive approach to upselling and cross-selling will drive added value and reinforce Warrior PR's position as a trusted advisor.

Stay Updated on Warrior PR Services

The landscape of public relations and SEO is constantly evolving, and staying informed about the latest updates and best practices is essential. You will continually update your knowledge of Warrior PR's services, ensuring you provide the most relevant and accurate information to clients. This includes participating in ongoing training sessions, staying current with industry trends, and regularly reviewing updates to our service offerings. By keeping your skills and knowledge up-to-date, you will be better equipped to support clients effectively and help them achieve their goals.

Requirements

Experience

Candidates should have previous experience in customer service or chat support, ideally within the PR, marketing, or related fields. Familiarity with CRM tools, chat software, and basic troubleshooting techniques is highly advantageous and will contribute to your success in this role. While prior experience in a similar role is preferred, we also welcome candidates who are eager to learn and are passionate about delivering exceptional customer service.

Skills

Strong communication skills, both written and verbal, are essential for this position. You must be able to convey information clearly, professionally, and with a focus on understanding client needs. Problem-solving skills and a keen attention to detail are also critical, as you will be responsible for troubleshooting client issues and ensuring accurate documentation. The ability to multitask and manage multiple conversations simultaneously is a must, as is comfort with chat software and the ability to adapt to new technologies quickly.

Soft Skills

Empathy, patience, and professionalism are key qualities we seek in a Chat Support Agent. You should be capable of handling challenging situations calmly and effectively, always maintaining a positive and supportive demeanor. Your ability to connect with clients on a personal level, combined with your commitment to service excellence, will help you excel in this role.

Education

A high school diploma or equivalent is required for this position, with additional qualifications in communication, public relations, or related fields being a plus. Your educational background should provide a strong foundation for understanding and supporting our clients' needs.

Availability

We value flexibility and prefer candidates who can work various shifts, including overnight, evenings, and weekends. As we serve clients across different time zones, your ability to provide support when needed will be an asset to our team. This role requires the discipline to manage time effectively while working remotely, ensuring that you are available to assist clients during your scheduled shifts.

Benefits

Remote Work

This position offers the flexibility of working remotely, allowing you to balance your professional responsibilities with your personal life. You will have the opportunity to contribute to Warrior PR's success from any location with a stable internet connection, making it an ideal role for those seeking work-life balance. The ability to work overnight shifts also provides the benefit of a quieter work environment and the convenience of structuring your day around your personal commitments.

Training and Development

Warrior PR is committed to your professional growth and development. You will have access to ongoing training and development opportunities, equipping you with the skills and knowledge needed to excel in your role. Our investment in your growth reflects our commitment to excellence and innovation, and we encourage you to take advantage of the resources available to enhance your career.

Career Growth

As Warrior PR continues to grow, we offer numerous opportunities for career advancement. We value dedication, performance, and a proactive approach to professional development, and we support our employees in pursuing their career goals within the organization. Your success is our success, and we are committed to helping you achieve your full potential.

Supportive Team Environment

You will be part of a collaborative and supportive team that is passionate about helping clients succeed. Our work environment encourages innovation, excellence, and teamwork, allowing you to thrive in your role. At Warrior PR, we believe that a strong team is the foundation of our success, and we are dedicated to fostering a positive and inclusive workplace where everyone can contribute and grow.

How to Apply

If you are excited about the opportunity to join a leading Local SEO agency and have a passion for delivering outstanding customer service, we want to hear from you. Click the **Apply Now** button below to be taken to the application form. Please ensure that all applications are submitted through our HR division; any contact outside of this process will result in disqualification. Join Warrior PR and become

part of a team that is dedicated to elevating brands and making a real impact in the world of public relations.