



<https://warriorpr.com/job/remote-chat-support-agent-pr-firm/>

**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

## Remote Chat Support Agent – PR Firm

### Description

## Remote Chat Support Agent

***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 premier public relations firm specializing in media relations, reputation management, and strategic crisis response. Our mission is to help brands elevate their presence and protect their reputation in a highly competitive market. Through impactful media engagement and proactive crisis management, we ensure our clients stand out and maintain a positive public image.

### Job Summary

As a Remote Chat Support Agent at Warrior PR, you will play a vital role in maintaining the high standards of customer service that define our brand. This position involves providing real-time support to clients via chat, answering inquiries about our services, resolving issues, and ensuring a seamless client experience. Your communication skills will be key in helping clients understand and make the most of Warrior PR's diverse services.

### Key Responsibilities:

#### Respond Promptly to Client Inquiries

You will be the first point of contact for clients, handling incoming chats efficiently and professionally. Your responsiveness will ensure that clients feel heard and valued, setting the tone for a positive customer experience.

## **Provide Accurate Information**

It is essential to have a deep understanding of Warrior PR's services, including media relations, reputation management, and crisis response. Your role will involve delivering clear and concise information to clients, helping them navigate our offerings with confidence.

## **Troubleshoot and Resolve Client Issues**

You will address client issues swiftly, utilizing problem-solving skills to provide effective solutions. When necessary, you will coordinate with other departments to resolve more complex issues, ensuring that clients receive timely and satisfactory resolutions.

## **Maintain High Levels of Customer Satisfaction**

Building strong, positive relationships with clients is a core aspect of this role. Your empathetic communication style and commitment to service excellence will help maintain high levels of customer satisfaction, fostering loyalty and trust.

## **Document Interactions Thoroughly**

Maintaining accurate records of client interactions is crucial. You will document all communications, issues, and resolutions meticulously, ensuring that client information is up-to-date and accessible for future reference.

## **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 needs and challenges, you can offer solutions that enhance their overall experience with Warrior PR, driving added value.

## **Stay Updated on Warrior PR Services**

Staying current with the latest updates and best practices in public relations is essential. You will continually update your knowledge of Warrior PR's services, ensuring you provide the most relevant and accurate information to clients.

## **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 and chat software is highly advantageous and will contribute to your success in this role.

### **Skills**

Excellent communication skills, both written and verbal, are essential. You must be able to convey information clearly, professionally, and with a focus on client understanding. 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 basic troubleshooting techniques.

## **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.

## **Education**

A high school diploma or equivalent is required, with additional qualifications in communication, public relations, or related fields being a plus.

## **Availability**

We value flexibility and prefer candidates who can work various shifts, including 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.

## **Benefits:**

## **Remote Work**

Enjoy the flexibility of working remotely, allowing you to balance your professional and personal life while contributing to Warrior PR's success from any location with a stable internet connection.

## **Training and Development**

Warrior PR is committed to your professional growth. You will have access to ongoing training and development opportunities, equipping you with the skills and knowledge needed to excel in your role and advance within the company.

## **Career Growth**

As a growing company, Warrior PR offers numerous opportunities for career advancement. We value dedication and performance, and we support our employees in pursuing their career goals within the organization.

## **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.

## **How to Apply**

If you are excited about the opportunity to join a leading PR firm 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.