



Customer Service Specialist

Seeking part time customer service intern for a growing ecommerce business that specializes in musical instruments and homewares. As a part time customer service phone rep, you will assist our full time customer service specialist. You will be responsible for answering inbound calls from customers shopping our website, respond to customer service emails as well as interact with customers via live chat. You will answer product questions and assist existing customers with any service needs.

This is a great opportunity to gain experience in small business operations, ecommerce and online marketing.

This position requires experience with customer service as it is an advanced, busy role that requires self-management. We're looking for a superstar that can handle a variety of calls in a professional, friendly manner, take notes and close sales. If you are upbeat, organized and get joy out of helping people make music, this is a great opportunity!

Our office is a team environment. When one team member has a lull in their duties, they are cross-trained to step in and help out the other team members. This keeps the office culture lively and presents an opportunity to learn the skills needed for advancement.

Customer Service Specialist Responsibilities:

Customer Service Calls

Customer Service Email Support

Customer Service Live Chat Support

Various office tasks related to customer service and order fulfillment

Hours per Week: 20

Salary Structure: Stipend/Award

Wage/Salary: \$500 after every 80 hours completed successfully.

Please email your resume and cover letter to: Kristin Stancato at joyfulmarimba@gmail.com