

Greetings,

MSEP employer, Wayfair is hiring Virtual Customer Service Consultants.

These positions are open to military spouses who reside in one of the following locations: AZ, CO, CT, FL, GA, ID, IN, IA, KS, KY, ME, MA, MI, MN, MO, NV, NY, NC, ND, OH, OR, PA, SC, TN, TX, UT, VT, WA, WI, and Washington DC.

At Wayfair, we care about our customers! Our award-winning Customer Service Team balances technology and human empathy to build customer trust and loyalty. From the time the customer orders with Wayfair through delivery to their home, our team works to make it easier than ever to shop for the home. The Customer Service Team works proactively in a fast-paced environment to monitor customer orders and ensure a seamless delivery to the customer. In the event a customer should contact our support team via phone, email, chat, social media, or in other ways, we empower our Customer Service Team to resolve the issue. We are passionate about our customers and work to delight them on every interaction with Wayfair.

What You'll Do

- Troubleshoot and resolve customer service inquiries while building a relationship with the customer
- Provide service to customers seeking assistance with post-order issues such as returns, replacements, refunds, delivery status, back order inquiries, and any other issues that may arise in the order fulfillment process
- Exceed customer satisfaction, efficiency metrics and issue resolution targets
- Continuously look for areas of improvement and communicate trends in customer calls to leadership as appropriate
- Simultaneously navigate multiple software applications and technologies
- Demonstrate conflict management skills and maintain professional composure

To apply, please visit

https://boards.greenhouse.io/campuswayfair/jobs/4691388002?gh_src=bc9701a02us.