



## Customer Service Representative

Curzio Research is looking for an experienced Customer Service Representative to answer phones and emails for our subscription-based online publishing business.

This position requires a confident individual who is capable of ensuring our clients receive timely, accurate answers to all questions, satisfactory resolutions to any complaints, and comprehends how important client satisfaction is for retention.

Utilizing knowledge of Curzio Research's many financial publications, you'll manage client interactions over the phone and email in a professional manner, delivering an excellent customer service experience.

With a goal of a 24 hour max SLA, you will answer phone calls and respond to emails to assist customers with their accounts - including, but not limited to processing sales orders, answering questions, processing cancellations/refunds, troubleshooting technical issues, providing guidance on navigating our websites, and other various account questions and changes.

Using your customer service experience and sales skills, you will build and foster relationships with customers, resolve issues leading to strong retention, and cross sell and upsell customers to our various publications.

### Responsibilities

- Interact with customers in a professional manner via verbal and written communications.
- Answer all incoming phone calls and help customers with their accounts.
- Monitor and respond to emails (using Gmail) regarding customer questions related to publication information, pricing, subscription requests, refund requests, cancellations, chargeback issues, etc.
- Use 3<sup>rd</sup> party cloud-based CRM systems: Rebillly, Wishlist, Active Campaign to manage customer accounts.

### Required Qualifications

- Experience in Telephone Sales and Customer Service
- Commitment to providing quality customer service
- Microsoft Office: 3+ years
- Customer Service: 5+ years
- Financial Industry experience: 1+ years
- Ability to clearly understand and respond appropriately to the issues that customers present
- Technical acuity to navigate and troubleshoot multiple computer applications with speed and accuracy
- Ability to approach problems logically and with good judgment to ensure the appropriate customer outcome



- Willingness to engage clients with appropriate questions to uncover additional sales opportunities
- Ability to effectively handle difficult customer situations on the phone
- Ability to multitask and work well under multiple deadlines
- Impeccable organizational skills
- Reliable and punctual
- Excellent written and verbal communication skills
- Self-motivated and goal-oriented
- Ability to adapt quickly to changes in the environment
- Warm, friendly personality

Job Types: Part time, Contract, Remote

Pay Range: \$15 - \$20 per hour

Schedule: Monday to Friday 4-5 hour shift

COVID-19 considerations: This is a remote position.

Education: Bachelor's (Preferred)

Experience:

- Customer Support: Minimum 3 years
- Gmail: 3+ years (knowledge of email templates)
- CRM: 3+ years

Work Location: Remote

### **About Curzio Research, Inc.**

Curzio Research is an e-commerce financial newsletter, podcast, and video marketing and publishing business.

The company's mission is to present well-researched and highly profitable investment opportunities to subscribers while educating investors on investing strategies. We are not financial advisors and Customer Service Reps are prohibited from providing financial advice to customers/subscribers.

Curzio Research is an Equal Opportunity Employer. Curzio Research does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.

[Click here to submit your cover letter and resume.](#)