

# CUSTOMER SERVICE AGENT

Independent Contractor

## JOB SUMMARY

### DUTIES & RESPONSIBILITIES

- Handle inbound customer phone support to external callers and customers.
- Provide front-line customer support via phone, chat, email to customers.
- Support type ranges from: product support, billing, technical assistance, road side assistance, travel bookings, and more.

## TECHNICAL REQUIREMENTS

### EQUIPMENT NEEDED TO BEGIN

- Desktop or laptop computer w/ windows 10 or better.
- Home internet w/ ability to hard-wire using ethernet cord
- USB headset w/ microphone (not required to begin)
- Telephone line or VoIP phone (not required to begin)

## TRAINING REQUIREMENTS

### AGENTS MUST PASS CERTIFICATION COURSE IN ORDER TO SERVICE.

- Training ensures agents are fully equipped to handle home-bound customer support with limited supervisory.
- Training is one-time and length ranges from 4-6 weeks.
- Agents must pay initial course fee requirements to begin. This is 100% refunded after passing course and starting work. Avg. cost \$45.

## INDEPENDENT CONTRACTOR

### STATEMENT OF SERVICE

- This position is an independent contractor position in which agents have ability to set own schedule, provide own equipment, work with multiple clients at one time, and file taxes through 1099-MISC annually.

## HOURLY RATE

### PAY INFORMATION

- Pay ranges are determined upon client work requirements.
- Agents are able to choose client service option, and view hourly rate prior to servicing.
- Average pay ranges from \$10-14 per hour.
- We pay agents via direct deposit on the 15th and last day of each month.

## NEXT STEPS

### APPLY AT [BLUECHIPWORKS.COM](http://BLUECHIPWORKS.COM)

1. Complete the application and necessary quiz.
2. Wait to be contacted for a video on-boarding meeting with our team.
3. Pass background check.
4. Begin & complete training.
5. Starting working and earning income.