



WEBER
WORKSHOPS

Customer Service Representative • Asia Pacific

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General Description

The CS (Customer Service) representative for Weber Workshops (herein 'WW') will be a challenging position geared towards fostering a great customer experience for our burgeoning brand. This will be a very communication-based position, with a major focus on text/email communications, but may also include telephone support from time to time. You must be organized, detail-oriented, and well-versed in the various industry tools used for customer communications beyond just standard email.

Specific Tasks

- Replying to and re-routing incoming customer emails in a timely manner
- Using online CS tools such as Gorgias (our backend system) to engage with and solve customer issues.
- Basic product troubleshooting (requires familiarity with coffee and our products)
- Customer response via social media channels (primarily Instagram and Facebook)
- Editing orders in our Shopify system as necessitated through customer interactions.

Compensation

Salary will be commensurate to experience and location. Remote work is fine for this position. We will work with a local onboarding company to make sure that you can receive local benefits in your country of residence.

Interested?

Please send your CV along with a brief description of yourself and why you want to join an awesome coffee products team to jobs@weberworkshops.com

Equal Employment Opportunity

Weber Workshops strongly supports equal employment opportunity for all applicants regardless of race, color, religion, sex, gender identity, pregnancy, national origin, ancestry, citizenship, age, marital status, physical disability, mental disability, medical condition, sexual orientation, genetic information, or any other characteristic protected by state or law of residing country.