

FFWPU USA: Customer Service help needed for new website rollout!

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You've heard the exciting news! Family Federation USA is preparing a new website launch this month! While change is good, it can bring challenges while learning to navigate new screens and links. The Media and Communications team seeks a service-oriented individual to support members and visitors navigating the new site. Apply now!

Job Title: Customer Service Support

Job Location: Remote

Job Type: Part Time

Job Description:

This part-time job allows you to have a flexible schedule, averaging 2-3 hours per day (Monday through Friday). It's possible more hours may be required when the site is first launched, with fewer hours later as users gain experience. Start date is 10/15.

This is a temporary position, perhaps 6 months. To qualify you must be eligible to work in the United States.

Essential Duties

Receive and respond to emailed questions and requests for help with the new Family Fed website. The goal is to respond within 72 hours.

Create pre-drafted responses to commonly asked questions which can be cut and pasted into email replies.

As needed, direct specific email inquiries to the appropriate department or person for response.

Respond with courtesy and understanding; able to give step by step instruction

Qualifications

Solid written communication skills

Good at navigating websites to find information

Japanese typing skills are a plus, but not required

Compensation is \$15 / hr.

To Apply

Send your resume to Nancy Jubb at hello@familyfed.org