

## **Customer Service Representative - Part-Time**

KitNipBox ([www.kitnipbox.com](http://www.kitnipbox.com)) is looking for an excellent Customer Service Representative to join its growing team. This is a great opportunity to get involved in a fast-growing startup and grow your career with us.

### The role:

The Customer Service Representative will handle all aspects of customer service for the company, including, but not limited to, responding to tickets (emails) via Zendesk, handling online chat support for our website, replying to questions and comments on social media, and answering the office phone.

### Requirements:

- Excellent written communication skills. Your writing must be polished, professional, and 100% free of grammar and spelling errors.
- Excellent verbal communication skills. You must be comfortable speaking to customers over the phone and prepared to be courteous, friendly, and helpful at all times.
- Ability to diffuse a challenging and/or high-pressure situation and deal with irate customers in a polite and professional manner.
- Ability to keep your composure, no matter what a customer might say or do.
- Ability to learn quickly and see patterns.
- Bachelor's degree.
- Weekend/holiday availability.

### Pluses:

- Comfort using social media platforms, such as Facebook, Twitter, Instagram, YouTube, and others.
- Familiarity with Zendesk.
- Cat ownership.
- Office manager experience.

Please email your cover letter and resume to [candice@kitnipbox.com](mailto:candice@kitnipbox.com) to apply.