

**Customer Care Associate  
(Casual) | \$22.50 an hour**

# ARTICLE.

Phone :

Web :

**Job Summary**

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Vacancy :

Deadline : Aug 27, 2024

Published : Jul 27, 2024

Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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Hey, we're Article. We're an online furniture company creating remarkably better furniture experiences one sofa at a time. As a **Customer Care Associate**, you're the face of Article to our customers making every customer interaction a delightful one.

We're looking for British Columbia and Alberta based, Casual Customer Care Associates to join us on **Monday, August 12th, 2024**.

**Location:** Remote, based in either **British Columbia** or **Alberta**

**Scheduling:** Our Customer Care Centre is open from **Monday -Friday 6 am - 7 pm PST** and **Saturday-Sunday 7 am - 7 pm PST**.

While you may be scheduled for just one weekend day, there may be instances where both Saturday and Sunday are required. Work schedules will be provided at least two weeks in advance, with specific start times varying within a specified range.

Assigned shifts are typically between:

- **9:00 am - 5:00 pm PST**
- **11:00 am - 7:00 pm PST**

**Training Schedule:** New Particles will complete two weeks of full-time training which will happen Monday to Friday from **August 12th, 2024 - August 23rd, 2024** with daily hours of **8am - 4pm PST**.

**Holiday Blackout:** For the first 6 weeks you will not be able to book any time off during this period.

**What we provide:** Laptop, second monitor, keyboard, mouse, and headset

**As a casual employee:**

- After your first two weeks of training, you'll be supporting weekend coverage (Friday, Saturday, Sunday) plus available weekdays
- To start, you'll work 5 shifts per week. Shifts may fluctuate between 3 to 5 shifts in the next few months based on contact volume
- More shifts are available based on your availability and the demands of the business
- \$22.50 per hour + 4% vacation pay
- 25% discount on all Article furniture

### What you'll do:

The Article Customer Care team strives to offer a remarkably better customer experience through a variety of channels including phone, email, chat, and more. This role is for you if you enjoy working independently while providing resolutions to our customers through authentic connections.

**Get to know our team:**

We have over 50 Customer Care Associates working closely with different departments including Logistics, Marketing, Creative, and Product teams to ensure a seamless experience for our customers.

We provide a balanced approach when evaluating your performance to provide specific feedback on how and where you can grow (from promotions to special projects). We believe in providing timely, honest and thoughtful feedback. When you start with us, you will work closely with your Customer Care Team Leader to ensure you're set up for success.

As a team, we walk the walk when it comes to Win Together, your teammates and managers have your back and create a supportive workplace of respect, fairness and fun.

### Who you are:

As a Particle (people of Article), you will have a high level of empowerment to solve challenging, meaningful customer problems the best way you can. Our Customer Care team is one of the only departments that speaks to our customers and therefore have valuable knowledge of what is important to our customers and what needs to be improved to better operate as a business.

- You love solving problems
- You're looking for a flexible schedule which allows you the freedom you need in your life
- Bringing in a customer-obsessed attitude and build genuine connections to help create life-long Article customers
- Providing remarkably better customer experiences via phone calls, emails, and live chats
- You're tech savvy, and you can quickly shift between multiple software applications. We use Slack, G Suite, and our internal technology (ERP-like system)
- You'll need to have a stable internet connection with a speed of 30 mbps (ideally 50 Mbps)

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### About Article

Hi there, we're Article. ☺

Since 2013 we've been redefining the furniture industry one sofa at a time. Vancouver, Canada home to our HQ, and we have another office in Ho Chi Minh City, Vietnam. Our US and Canadian logistics network serves our customers coast to coast.

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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