

Job Title: Customer Service Agent**Company:** Resona Health**Location:** Remote (working hours 9 AM - 5 PM EST)**Job Overview:**

Resona Health is looking for a dedicated Customer Service Agent to join our remote team. This role involves providing top-notch support by answering inbound phone calls and managing Facebook comments and messages related to our PEMF (Pulsed Electromagnetic Field) technology. The successful candidate will use the Zendesk platform for customer interactions and will undergo comprehensive training to gain a thorough understanding of our products and services.

Responsibilities:

- Answer approximately 10 inbound customer calls per day, routed via Zendesk, providing accurate and timely assistance.
- Return missed calls and follow up with customers to ensure their inquiries are resolved.
- Respond to customer inquiries and comments on Facebook, maintaining a helpful and professional tone.
- Utilize the Zendesk platform to document customer interactions and track resolutions.
- Use AI-powered GPT assistance to help develop accurate and helpful responses to customer questions.
- Escalate complex customer issues to the appropriate teams when necessary.
- Participate in 1-2 weeks of training to learn about Resona Health's products, FAQs, and customer service procedures.
- Continuously stay updated on product information and company policies.

Requirements:

- Proven experience in customer service or call center roles.
- Excellent verbal and written communication skills.
- Familiarity with Zendesk or similar customer service platforms.
- Strong problem-solving skills and attention to detail.
- Ability to work independently, manage time effectively, and multitask.
- Reliable internet connection, computer, and phone for handling inbound calls routed through Zendesk.
- Willingness to learn about PEMF technology and related health and wellness products.

Preferred Qualifications:

- Experience in the health and wellness industry.

- Familiarity with PEMF therapy or similar technologies.

Benefits:

- Flexible, remote work environment.
- Comprehensive training to understand company products and services.
- Opportunities for growth within an innovative health and wellness company.

Resona Health values outstanding customer service and is dedicated to empowering customers with knowledge about PEMF technology. If you are enthusiastic about helping others and have a passion for health and wellness, we encourage you to apply!