



Position Type: 1099 Independent Contractor

Schedule: Flexible; minimum 15 hrs/week

Location: Remote (Work From Home)

About the Role:

We are seeking motivated and dependable Independent Contractor Customer Service Agents to provide professional support to our clients. As an independent contractor, you will handle inbound calls, emails, or chat inquiries while delivering exceptional customer service and ensuring a positive experience for every customer.

Responsibilities:

- Provide excellent customer service through phone, email, or chat
- Respond to customer inquiries, resolve issues, and provide accurate information
- Follow client-specific guidelines and scripts while maintaining professionalism
- Accurately document customer interactions and outcomes
- Manage multiple systems and tools to research and resolve concerns efficiently
- Uphold client and company standards for quality, compliance, and performance, attending required certification classes
- Maintain confidentiality and adhere to all contractor requirements

Qualifications:

- Ability to work independently and manage time effectively
- Reliable computer, headset, internet connection, and quiet workspace
- Comfortable using multiple software applications and systems
- Professional and courteous demeanor
- Must be legally eligible to work as an independent contractor in the U.S.
- High school Diploma or G.E.D.

Compensation:

Pay is based on the client program. Pay ranges from \$10-\$20/hr.

Benefits of Contracting:

- Work from home with flexible scheduling
- Choose client programs that best fit your skills and availability
- Opportunity to build experience across different industries
- Work for multiple clients at the same time
- Client Contracts run either 4-8 weeks or 90 days at a time