

CUSTOMER SERVICE REPRESENTATIVE

Pre-sales Advisory & After-sales Support Specialist

POSITION TITLE

Customer Service Representative

JOB TYPE & VACANCY

Full-time (Remote / Shift) • 02 Positions

TARGET MARKET

United States & Canada

WORKING HOURS

Shift-based (US EST/PST Coverage)

OFFICIAL WEBSITE

<https://superboxs8.com/>

APPLICATION EMAIL

hr@superboxs8.com

ABOUT US

At **superboxs8.com**, we serve as the official Exclusive Distributor of premium SuperBox Android TV streaming receivers across United States & Canada. As the authorized primary channel for the full hardware lineage—including the proven S6 series, the flagship S7 series (S7 Ultra, S7 Max, S7 Pro), the elite Supreme Edition, and the upcoming next-generation S8 series—we bridge the gap between state-of-the-art multimedia hardware and direct-to-consumer reliability.

Under our guiding ethos, "*Exclusive Distributor SuperBox TV in US & CAD*," we believe that delivering high-performance hardware is only half the equation. Building long-term consumer trust requires providing transparent guidance before a purchase and compassionate, swift support after an order is delivered. Because our customers span a diverse range of technical familiarity across the United States and Canada, they rely on us for clear product advice, order status updates, and hassle-free post-purchase care.

To support our rapid expansion, we are seeking two patient, empathetic, and detail-oriented **Customer Service Representatives** to join our operations and customer care team led by Kim Wexler. In this dual-focus role, you will serve as the primary voice of **superboxs8.com**, helping prospective buyers select the ideal streaming unit and ensuring existing owners enjoy an exceptional, worry-free shopping journey.

ROLE SUMMARY

As a Customer Service Representative (Pre-sales & After-sales) at **superboxs8.com**, you are the frontline ambassador of our brand. You will manage multi-channel inquiries (Live Chat, WhatsApp, Email, Shopify Inbox, and Helpdesk Tickets) from shoppers and buyers across United States & Canada. Your primary goal is to guide prospective buyers toward the right hardware choice while delivering fast, reassuring, and precise after-sales order assistance.

This position balances commercial advisory with empathetic service recovery. You will answer pre-purchase inquiries regarding hardware specifications, international portability, and storefront guarantees, while also managing order tracking requests, address corrections, delivery exception claims, and return/refund initiations.

KEY RESPONSIBILITIES & CORE FUNCTIONAL AREAS

1. Pre-Sales Consultation & Customer Advisory

- Engage actively with prospective buyers across Live Chat, WhatsApp, and Email to answer pre-purchase questions regarding hardware capabilities, channel accessibility, and system performance.
- Guide customers through detailed model comparisons, helping them evaluate the hardware differences between the S6 series, flagship S7 series (S7 Ultra's 4GB/128GB capacity vs. S7 Max/Pro), Supreme Edition, and upcoming S8 Series pre-orders.
- Clearly explain our storefront disclaimers, free standard shipping terms (2–5 days US / 3–5 days Canada), Delivered Duty Paid (DDP) model for Canadian shipments, and 30-day money-back guarantee to build buyer confidence.
- Assist customers with coupon code redemptions, payment gateway options (Stripe, PayPal, Klarna, Affirm, Apple Pay, Google Pay), and billing currency questions (USD billing).

2. After-Sales Order Status & Logistics Tracking

- Monitor and respond to incoming "Where Is My Order?" (WISMO) inquiries, providing real-time tracking updates and carrier details (FedEx, UPS, DHL, USPS).
- Proactively communicate with buyers regarding shipping holds, address updates, carrier transit delays, severe weather disruptions, or customs clearance updates.
- Handle address modification requests prior to warehouse dispatch, coordinating directly with our US fulfillment centers in California (City of Industry) and New Jersey (Howell).
- Initiate formal carrier investigations for orders marked "Delivered" but unreceived by the customer within our official 10-day reporting window.

3. Returns, Refunds & Initial RMA Intake

- Walk customers through our transparent 30-day Return & Refund Policy, explaining eligibility criteria, \$0 restocking fee guarantees, and return postage guidelines.
- Review incoming return and cancellation requests, verify proof of purchase, and generate Return Merchandise Authorizations (RMAs) in accordance with store guidelines.
- Collaborate with our technical desk led by Nacho Varga to route hardware defect claims for diagnostic verification before issuing return freight labels or unit replacements.
- Track returned packages, verify warehouse restock/inspection reports, and trigger approved refunds via our payment gateways within 24 hours of inspection.

4. Multi-Channel Ticket & Inbox Management

- Maintain strict SLA adherence across all incoming channels: acknowledge email tickets within 24 business hours and resolve standard inquiries within 3 to 5 business days.
- Manage real-time live chat conversations on superboxs8.com, maintaining a friendly, helpful, and high-converting tone without pushing aggressive sales tactics.
- Handle customer inquiries via official WhatsApp channels (+1 604-239-6845 | +1 323-285-2277), providing prompt, personalized service.
- Log all customer interactions, tracking IDs, order updates, and customer sentiment notes accurately inside our Zendesk/Freshdesk CRM and Shopify platform.

5. CSAT & Dispute Prevention

- Diffuse tense customer situations, carrier delays, or package damage claims with sincere empathy, professional diplomacy, and quick problem-solving.
- Perform high-value order identity and billing verification checks to prevent fraudulent purchases and protect cardholders.
- Assist management in mitigating chargebacks and payment disputes by providing clear delivery evidence, HD packaging logs, and customer communication records to payment gateways.
- Collect and report customer feedback trends (e.g., common pre-sales questions, carrier issues, or packaging complaints) to help refine store operations.

6. Cross-Functional Operations Support

- Work in close synchronization with our Head of Operations (Kim Wexler) to audit inventory availability and fulfillment timelines.
- Coordinate with our Lead Technical Specialist (Nacho Varga) to seamlessly hand off technical or network setup inquiries to Tier 1/2 support.
- Review customer-submitted product reviews for moderation, ensuring authentic buyer experiences are verified against internal order records.

JOB REQUIREMENTS & CANDIDATE PROFILE

Language, E-Commerce & Hardware Competencies (Must-Have)

- **Language & Communication Standards:** Fluent/Native American English Proficiency (Equivalent to IELTS 7.5+ or C1/C2 Business English). Superior written English phrasing, correct grammar, and a warm, empathetic tone.
- **E-Commerce & Systems Familiarity:** Minimum 2+ years of direct experience in E-Commerce Customer Service, Client Success, or Pre-sales Consultation (Shopify/WooCommerce preferred). Familiar with helpdesk platforms (Zendesk, Freshdesk, Gorgias, Crisp, Shopify Inbox) and carrier portals (FedEx, UPS, USPS, DHL).
- **Consumer Electronics Literacy:** Basic understanding of smart TV hardware, Android streaming receivers, HDMI connections, and home Wi-Fi concepts to accurately advise buyers on product differences.

Work Setup & Availability Requirements

- **Work Schedule:** Willingness to work structured shifts aligned with United States & Canadian business hours (EST/PST), including rotational weekend shifts to maintain service coverage.
- **Remote Workspace:** Quiet, distraction-free home office equipped with high-speed fiber internet (minimum 30 Mbps) and a modern workstation (Dual-monitor setup preferred).

COMPENSATION, BENEFITS & GROWTH OPPORTUNITIES

- **Competitive Base Salary:** Negotiable monthly base salary evaluated during language and scenario assessments.
- **Monthly CSAT & Conversion Bonuses:** Performance incentives tied to CSAT scores, First-Contact Resolution (FCR) speed, and pre-sales chat conversions.
- **100% Remote Flexibility:** Work remotely from home using modern digital tools provided by superboxs8.com.
- **Hardware & Employee Discount Allowance:** Complimentary authentic SuperBox hardware for personal testing and generous internal discounts on catalog items.
- **Paid Leave & Health Allowance:** Generous annual paid leave, official holiday bonuses, and monthly health/wellness stipends.
- **Career Advancement Pathway:** Clear vertical advancement into leadership roles (Senior Support Specialist, Customer Success Lead, or Operations Manager).
- **Sponsored Professional Training:** Paid training covering E-Commerce Helpdesk Management, Advanced Dispute Mitigation, and Business English Excellence.

RECRUITMENT & INTERVIEW PROCESS

1	Application Review: Initial evaluation of your English CV, cover letter, and e-commerce background.
2	Written Simulation & Exercise: A scenario test evaluating pre-sales advisory tone, after-sales troubleshooting empathy, and English grammar.
3	Operations Interview: A 45-minute video interview with Head of Operations (Kim Wexler) evaluating scenario handling and workflow knowledge.
4	Final Executive Conversation: A short meeting with Founder & CEO (Jesse Bruce) to discuss long-term alignment, career growth, and offer terms.

READY TO JOIN AS OUR CUSTOMER SERVICE REPRESENTATIVE?

Submit your English CV/Resume alongside a short cover letter highlighting your customer service experience to our team:

Application Email: hr@superboxs8.com	Email Subject Line: [superboxs8.com] CS Representative - [Your Full Name]
Official Support WhatsApp: +1 (604) 239-6845 +1 (323) 285-2277	Official Website: https://superboxs8.com/

SuperBoxS8 - Exclusive Distributor SuperBox TV in US & CAD

superboxs8.com is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive, empowering work environment for all remote and on-site team members.