

Job Title: Customer Service Representative – Online Boutique (Remote)

Location: Remote (US-based)

About Us

We're a small but growing online boutique specializing in women's casual fashion. We care about real customers, not just numbers, and we respond to every message personally. Our team is fully remote and values clear communication, reliability, and kindness.

About the Role

You'll handle customer emails, chat messages, and order questions. Your job is to make sure customers feel heard, supported, and happy with their experience. You'll work closely with our operations and marketing teams and report directly to the owner.

Key Responsibilities

- Respond to customer emails and messages within 24 hours
- Help customers with order status, returns, exchanges, and sizing questions
- Update order notes and customer records in our system
- Flag common issues and feedback to the owner (e.g., sizing problems)
- Follow our templates and tone guidelines while personalizing responses

Requirements (Must-Have)

- 1+ year of customer service experience (retail, hospitality, or online)
- Strong written English; friendly and clear communication
- Reliable internet and quiet workspace
- Comfortable learning new software tools (we will train you)

Nice-to-Have

- Experience with Shopify, Gorgias, or similar tools
- Interest in fashion or e-commerce

Compensation & Schedule

- Pay: \$XX-\$XX/hour depending on experience
- 20-30 hours/week, Monday-Friday, within US business hours

How to Apply

Email your resume to hello@yourcompany.com with the subject "Customer Service – [Your Name]."

Include a short note answering:

- Why does working for a small online boutique appeal to you?
- Share a brief example of how you've helped an upset customer.