



Charidy is hiring!

Position: Customer Support Representative (Full Time)

About:

Charidy.com is a crowdfunding platform and consultancy which has helped over 1400 nonprofits raise \$350+ million since its founding in 2013.

Charidy is looking for someone to fill the role of Customer Support representative . This individual will report directly to the Office Manager.

Essential Functions:

- Providing customer support to clients via phone and email.
- Assisting customers with completing over the phone donations.
- Maintaining financial accounts by processing customer adjustments.
- Keep records of customer interactions, process customer accounts and file documents.
- Managing large amounts of incoming calls.
- Contributing to the team effort by completing tasks assigned to you, as needed.

Competencies:

- Proven Customer Support experience
- Communication Skills
- Strong phone contact handling skills and active listening
- Organizational Skills
- Documentation Skills
- Basic Computer Skills
- Problem Solving Skills
- Multitasking Skills
- Patience
- Positive Attitude
- Attention to Detail
- Adaptability
- Ability to Work Under Pressure

Hours: Monday - Thursday 9:00 - 5:00

Friday 9:00 - 2:00

Salary: \$15-\$20/hour, commensurate on skills and experience.

To Apply please email resume to support@charidy.com