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Amazon Virtual Customer Service Rep (Work From Home) – Remote Job

Description

Virtual Customer Service Representative (Remote)

Company: Amazon

Position Overview

Amazon is seeking dedicated and customer-focused Virtual Customer Service Representatives to join our remote team. In this role, you will deliver high-quality support to customers by resolving concerns and responding to inquiries via phone, chat, and email.

This position offers the flexibility to work from home while playing a key role in maintaining Amazon's commitment to customer satisfaction and service excellence.

Key Responsibilities

- Provide prompt, professional support through phone, email, and live chat channels
- Resolve customer concerns by offering accurate information and appropriate solutions
- Strive for first-contact resolution while ensuring a positive customer experience
- Maintain professionalism and empathy in all interactions
- Navigate multiple internal systems to research and resolve customer issues efficiently
- Meet established productivity, quality, and performance standards
- Work independently while adhering to company policies and guidelines

Qualifications

- High school diploma or equivalent required
- Previous customer service experience preferred (remote experience is a plus)
- Strong written and verbal communication skills
- Comfortable multitasking across multiple computer systems
- Ability to work flexible schedules, including evenings, weekends, and holidays as needed
- Reliable high-speed internet connection and a quiet, dedicated home workspace

Compensation & Benefits

- Competitive hourly pay (based on experience and location)

Hiring organization
Amazon

Employment Type
Full-time, Part-time

Job Location
Remote work from: US

Working Hours
8

Base Salary
USD 30 - USD 35

Date posted
August 27, 2026

Valid through
30.12.2026

- Flexible scheduling options
- Comprehensive benefits package for eligible employees, including health, dental, and vision coverage
- Paid training and onboarding
- Career development and advancement opportunities within Amazon

How to Apply

If you are a motivated problem-solver with a passion for delivering exceptional customer service and are seeking the flexibility of remote work, we encourage you to apply and become part of Amazon’s customer service team.