



Job Title: Ecommerce Customer Service Representative
Company: Trend Nation, LLC www.TrendNation.com
Location: Las Vegas, NV
Marketplaces: Amazon, Walmart, eBay

COMPANY OVERVIEW: Trend Nation is a fast-growing company that owns and operates 3 niche e-commerce websites and excels on marketplace platforms including Amazon.com. With over 3,000 products and thousands of customers worldwide, Trend Nation is a fun, fast-paced work environment that recognizes its employees with monthly teambuilding activities, regular company-wide celebrations, and a comprehensive benefits package.

DUTIES AND RESPONSIBILITIES:

The position expectations and responsibilities are the following:

- Answer and take required action on inbound calls and emails
- Provide comprehensive and accurate responses by consulting resource materials
- Problem solve technical issues and escalate to the proper personnel when appropriate
- Respond to web inquiries regarding online merchandise and sales orders
- Assist customers with product selection, answer basic questions, and suggest various product options that are available

APPLICANT QUALIFICATIONS:

- A minimum of 1 year of customer service experience required
- A minimum of 1 year working in a call center/office environment
- Detailed-oriented and ability to multi-task
- Basic knowledge of online platforms such as Amazon and eBay
- Excellent grammar and spelling communication skills
- Effective problem-solving skills
- Ability to remain calm under pressure
- Self-motivated and reliable
- Intermediate computer skills and types at least 50 words per minute
- Knowledge of MS Office products (Word, Excel) and Google products (Gmail, Google Docs)

Compensation: \$13-\$14/hour

Hours: M-F 8AM-5PM

How to Apply:

Submit your cover letter and resume via email to: Jobs@TrendNation.com.

Please be sure to include Customer Service Representative in the Subject line of the email.