



# Chat Support

FULL Creative is a Portland-based product company with offices in Chennai, India; Edinburgh, UK; Portland, US; and Toronto, Canada. We go by the name [AnywhereWorks](#) in the US, UK and Canada, to showcase our role in making remote work possible and sustainable, because “work is what you do, not where you do it.”

We are a global team of customer experts, product experts, business operation specialists, marketers, developers, testers and designers who are working towards a more inclusive and equitable future. Our mission is to change the way the world works. As a Chat Support associate, your primary role would be assisting our customers via web chat. If you are passionate about building good interpersonal relationships and helping customers, you might be the one we are looking for!

## Roles and Responsibilities

- Handle customer queries primarily via web chat.
- Educate current customers and potential customers on products and services.
- Should be willing to handle customer escalations and calls when need persists.
- Achieve the KPI'S and objectives in the cadence set by the team.
- Building connection/rapport to personalise the chat conversation.
- Be an active and responsible team member in all aspects of work.

## Requirements

- 0-4 years of experience in chat or customer facing roles.
- Exceptional oral and written communication skills.
- Passion towards amazing customer experience.
- Excellent typing skills including speed and accuracy.
- Ability to multitask and manage multiple conversations simultaneously.
- Good analytical and interpretational skills.
- Attention to detail.
- Should be willing to work from our office in Chennai when required.
- Willingness to work during night shift (9 pm to 6 am) and on two weekends per month.

## Workspace Requirements

- Private workroom with the ambience to handle calls.
- Ready for a video call at all times. Video calls are an integral part of maintaining the human connection while working from Anywhere.
- Good Internet speed (above 50 MBPS download and upload) with the ability to be wired (LAN).
- Power backup (if you have frequent power cut issues).