



Employment Opportunity:

DailyClout is seeking a Research and Customer Service professional to work with us remotely.

About DailyClout

We are a fast growing civic technology company with a mission to help people everywhere use legislation to understand and change the laws that affect them, by providing digital tools and creating blogs, videos, mailings and other content about democracy. We are a small team of smart, inclusive, committed and considerate people, some of whom work internationally. We are committed to helping all citizens participate in our democracy and to make an impact. It's a great environment with a really important mission in which you can learn and grow professionally. Our customers appreciate what we are doing and helping them enjoy the best possible experience with our products and services is important and very satisfying. We are devoted to inclusiveness and diversity.

Role & Responsibilities:

You will be responsible for helping our customers by providing product and service information and assisting to resolve technical issues.

Responsibilities:

- Handle customer inquiries and complaints
- Provide information about the products and services
- Troubleshoot and resolve product issues and concerns, coordinating with our tech team when needed
- Document and update customer records based on interactions
- Maintain a knowledge base of customer service issues and resolutions
- Research legislation using our proprietary app and database
- Manage Mail Chimp mailings and Twitter scheduling

Qualifications:

Do you enjoy helping people? Are you a great listener and communicator? If you said yes to all of these questions, you would enjoy working at DailyClout and you are a candidate for our current research and customer service position.

We seek a contractor that has:

- The ability to build rapport with our customers
- The ability to prioritize and multitask
- A positive and professional demeanor
- Excellent written and verbal communication skills
- Experience with MailChimp, Google Docs, Zendesk or similar systems
- Previous experience as a researcher or customer service representative is a plus.

Compensation is competitive.

Applications:

Interested applicants should submit a resume and cover letter to: jobs@dailyclout.io with the subject "Customer Service"