

<https://hiringqueue.us/careers/american-express-remote-customer-support-representative/>

## American Express Remote customer support Representative

### Description

American Express is a globally recognized financial services company known for its commitment to providing exceptional customer experiences. With a rich history spanning over 170 years, American Express is a trusted partner for millions of customers worldwide. Our mission is to become the world most respected service brand, and we are looking for dedicated individuals to join our team in delivering outstanding customer support.

#### Job Description:

Are you passionate about delivering top-tier customer service while working from the comfort of your own home? American Express is seeking Remote Customer Support Representatives to provide world-class assistance to our valued card members. As a Remote Customer Support Representative, you will play a pivotal role in maintaining our reputation for excellence in customer care.

#### Responsibilities:

- Customer Assistance: Respond to inquiries, resolve issues, and provide information to our cardmembers via phone, email, or chat, ensuring a smooth and hassle-free experience.

• \*

Problem-Solving: Identify and resolve customer concerns while adhering to company policies and guidelines.

• \*

Product Knowledge: Maintain up-to-date knowledge of American Express products and services to effectively assist customers.

• \*

Quality Assurance: Ensure the highest standards of service quality are consistently met, exceeding customer expectations.

• \*

Data Entry: Accurately record customer interactions and relevant information in our systems.

• \*

Adaptability: Thrive in a dynamic, remote work environment, and embrace change as we evolve to meet the needs of our customers.

- Required Skills:

• \*

Excellent Communication: Exceptional verbal and written communication skills in English, ensuring clear and effective interactions with customers.

• \*

### Hiring organization

American Express

### Employment Type

Full-time, Part-time

### Job Location

Remote work from: United States; Canada; Great Britain

### Base Salary

\$ 27 - \$ 40

### Valid through

31.01.2025

### Date posted

April 10, 2025

Customer Focus: A deep commitment to providing top-notch customer service and satisfaction.

• \*

Problem-Solving: Strong analytical and problem-solving skills to resolve customer inquiries efficiently.

• \*

Tech Savvy: Proficiency in using various software tools and applications for customer support.

• \*

Adaptability: The ability to work independently in a remote environment, adapting to changing circumstances.

• \*

Team Player: Collaborative attitude and the capacity to work effectively with colleagues and other departments.

• \*

Previous Customer Service Experience: Previous experience in a customer support role is a plus.

• Why Choose American Express?

At American Express, we take pride in our inclusive work culture, where diversity is celebrated and creativity is encouraged. We offer competitive compensation, comprehensive benefits, and ample opportunities for career growth. Join our team of passionate individuals who are dedicated to delivering extraordinary service and helping customers thrive in their financial journey.

If you are ready to be part of a world-class team and contribute to the success of a respected brand, apply now to become a Remote Customer Support Representative at American Express. Your dedication and skills will help us continue our legacy of excellence in customer service.

American Express is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or protected veteran status and will not be discriminated against on the basis of disability.