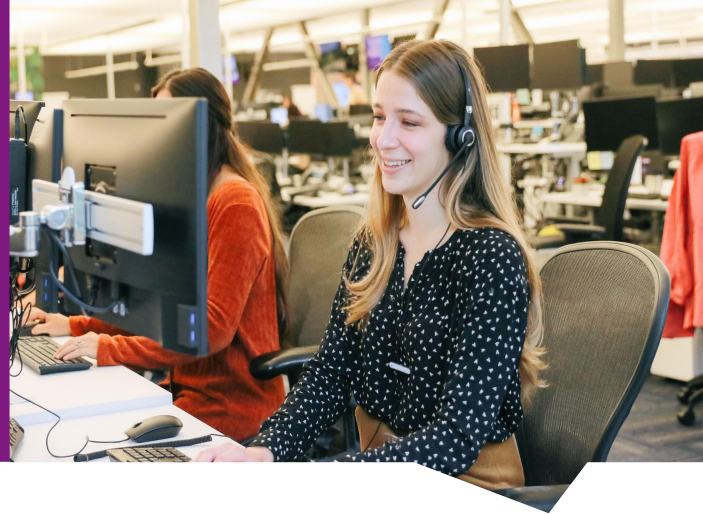




Now Hiring!

Service Consultants



Wayfair is now hiring Service Consultants at our customer support center in Brunswick, ME! **Due to COVID-19, our positions will begin remotely from home and transition back on-site when we reopen the facility.**

Wages begin at \$16/hour and benefits - including medical, dental, 401k, and more - start on your first day of employment!

APPLY TODAY



Or follow this link
[Apply Here!](#)

What You'll Do:

- Troubleshoot and resolve customer inquiries such as returns, replacements, refunds, delivery status, back order inquiries, etc.
- Proactively build a relationship with the customer while resolving inquiries
- Exceed customer satisfaction, efficiency metrics and issue resolution targets
- Continuously look for areas of improvement and communicate trends in customer calls
- Simultaneously navigate multiple software applications and technologies
- Demonstrate conflict management skills and maintain professional composure

What You'll Need:

- Strong problem-solving skills and the ability to think analytically while working in a fast-paced environment
- Excellent communication and relationship building skills
- A successful track record working in a high-volume call environment or Equivalent customer-facing work experience