

Hiring: Customer Service Representative (Remote – US Market)

E-COMMERCE & POST-PURCHASE SUPPORT · NATIONWIDE US REMOTE

Operational Parameter	Official Role Specification
Company & Domain	SuperBox for TV (https://superboxfortv.com/)
Position Title	Customer Service Representative (E-Commerce & Post-Purchase Support)
Employment Classification	Full-Time / Independent Contractor (100% Remote, US-Based)
Openings & Coverage	Multiple Positions (Day Shift & Night Shift coverage)
Target Location	United States (Remote nationwide — candidates must legally reside in the US)
Compensation Band	\$17.00 – \$22.00 per hour (Base + performance incentives + night differential)

SEC-01

Company Overview

SuperBox for TV is a premier authorized distributor of authentic SuperBox streaming media hardware across the United States and Canada. We specialize in delivering cutting-edge home entertainment devices—including the flagship **SuperBox S6**, **SuperBox S7**, and **SuperBox S8** series—backed by manufacturer-verified serial authenticity, comprehensive hardware warranties, and high-touch customer care.

As households nationwide cut the cord and shift permanently toward on-demand internet streaming, customer expectations for fast, helpful, and reassuring customer service have never been higher. To ensure a seamless shopping and post-purchase experience for our growing community of cord-cutters, we are seeking two dedicated Customer Service Representatives to manage omnichannel communications, resolve order discrepancies, assist prospective buyers, and support our community across two distinct operating windows.

SEC-02

Shift Schedules & Operational Windows

Both positions operate entirely remotely and require strict punctuality, reliability, and an uninterrupted home office setup. Please indicate your shift preference directly in your application:

DAY SHIFT: LIVE SHOPPER CONSULTATION & ORDER ADMIN • Schedule: Monday through Friday. • Hours: 9:00 AM – 5:30 PM EST (8:00 AM – 4:30 PM CST / 6:00 AM – 2:30 PM PST). • Operational Focus: High-energy shopper consultation and order fulfillment. Engage shoppers browsing the store, answer comparison inquiries, verify order accuracy, track dispatches, and process billing adjustments. Includes 30-min unpaid meal break and two 15-min paid rest breaks.	NIGHT SHIFT: PRIME-TIME INQUIRIES & AFTER-HOURS CARE • Schedule: Sunday – Thursday OR Tuesday – Saturday. • Hours: 8:00 PM – 4:30 AM EST (7:00 PM – 3:30 AM CST / 5:00 PM – 1:30 AM PST). • Operational Focus: Aligns with peak evening television viewing hours. Manage incoming live chat queues, address urgent delivery address changes, calm shoppers encountering transit delays, handle return submissions, and prepare warehouse handovers. Includes permanent night differential.
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[SEC-03] Core Responsibilities & Brand Ambassador Protocol

Our customer service specialists do not recite robotic scripts. Instead, you will act as a genuine brand ambassador and compassionate problem solver across four core operational domains:

- 01 Omnichannel Shopper Engagement & Pre-Sales Guidance:** You will be the welcoming voice and prompt typing hand behind our live web chat, customer helpdesk, and inbound telephone lines. During peak shopping hours, assist hesitant shoppers evaluating the SuperBox S6, S7, or S8, explaining model distinctions, subscription-free streaming benefits, warranty coverage, and return guarantees in warm, accessible terms. Your goal is not aggressive upselling, but providing honest, reassuring guidance that builds lasting trust.
- 02 Order Fulfillment, Logistics Tracking & Carrier Inquiries:** E-commerce satisfaction hinges on transparent shipping. Monitor order lifecycles from website checkout through final delivery across store management systems and courier portals (USPS, UPS, FedEx, Canada Post). When delivery delays, customs holds, or misrouted packages arise, proactively investigate carrier logs, initiate trace claims, coordinate replacement dispatches with our City of Industry fulfillment center, and communicate updates before customer frustration escalates.
- 03 Billing, Returns & Dispute Prevention:** Process address changes, order cancellations, and authorized refund requests according to company policy with an empathetic posture. When customers express dissatisfaction or confusion regarding billing statements, patiently listen, verify transactional logs across our payment gateways, and work toward equitable resolutions that resolve disputes amicably and protect the store's chargeback standing.
- 04 Technical Triage & Cross-Team Escalation:** While deep diagnostic repair is handled by Technical Support Engineers, you serve as the first point of contact for technical inquiries. Gather initial details—order receipts, device serial numbers, MAC addresses, and fault descriptions—and smoothly route complex network, firmware, or RMA return requests to the appropriate technical tier with thorough context, ensuring the customer never has to repeat their story.

All order modifications, refund authorizations, and carrier claim escalations are conducted pursuant to our Shipping Policy, Payment Policy, and 30-Day Money-Back Guarantee standards administered through our California operations center.

[SEC-04] Candidate Profile & Qualifications

- **Experience & Work Authorization:** Legally authorized to work in the United States and currently residing within the US. Minimum of 2 years of customer-facing service experience in an e-commerce, retail, or subscription-support setting. Prior experience supporting consumer electronics, home entertainment goods, or direct-to-consumer online brands is highly advantageous.
- **Communication & De-Escalation Skills:** A significant portion of our customer community consists of seniors and everyday cord-cutters who may feel anxious when ordering online or tracking shipments. Flawless written and spoken English, paired with an instinct for de-escalation, patient active listening, and the ability to project warmth across text and telephone interactions alike. Adept at turning dissatisfied callers into loyal brand advocates.
- **Operational & Platform Proficiency:** Comfortable navigating contemporary e-commerce backends (Shopify or WooCommerce), CRM ticketing desks (Zendesk, Crisp, Freshdesk, Gorgias), and VoIP phone interfaces. High typing speed (55+ WPM with high accuracy), strong computer literacy, and the agility to toggle smoothly between multiple customer conversations simultaneously.

[SEC-05] Home Office & Technical Requirements**COMPUTER HARDWARE**

Desktop or laptop running Windows 10/11 or macOS with at least 8 GB RAM and Intel Core i5 / AMD Ryzen 5. Dual-monitor setup strongly encouraged for lookup agility.

INTERNET CONNECTIVITY

Dedicated, wired high-speed connection with min. 50 Mbps down / 15 Mbps up. Satellite, cellular hotspots, and public Wi-Fi networks are strictly excluded.

AUDIO & WORKSPACE

Dedicated USB headset with noise-canceling microphone, situated in a quiet, private room free from household background noise during shift hours.

[SEC-06] Compensation, Benefits & Growth**HOURLY WAGE & DIFFERENTIAL**

Starting wage of **\$17.00 to \$22.00 per hour**, disbursed bi-weekly via direct deposit, reflecting experience. Representatives scheduled for permanent Night Shift receive an additional hourly shift differential.

HARDWARE KIT, TRAINING & ADVANCEMENT

Complimentary SuperBox unit upon hire to explore product features firsthand. Comprehensive paid training on order platforms and courier claims. Promotion paths into Team Lead, Dispute & RMA Specialist, or Account Management.

[SEC-07] Application Protocol & Customer Care Screening

Send your resume in PDF format to careers@superboxfortv.com with the exact subject line:

Application: Customer Service Representative - [Preferred Shift: Day or Night] - [Your Full Name]

In the body of your email or cover letter, please provide brief responses to these three mandatory scenarios:

- 1. Carrier Discrepancy De-Escalation:** A customer contacts live chat furious because tracking shows "Delivered in Mailbox," but they cannot find the package. How do you respond to de-escalate their anger and resolve the issue?
- 2. Value Proposition Articulation:** A prospective buyer asks what the main advantage is of choosing a SuperBox over a standard streaming stick with recurring subscription fees. How would you explain this in two or three sentences?
- 3. Availability:** Which shift (Day Shift or Night Shift) are you applying for, and what is your confirmed availability start date?

SuperBox for TV is an Equal Opportunity Employer. We evaluate all qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability status.

[SEC-08] Authorized Reseller Entity & Helpdesk Directory**SUPERBOX OFFICIAL STORE LLC · AUTHORIZED RESELLER****ID: SP20250414002**

SuperBox for TV is an authorized SuperBox dealer, ensuring 100% authentic SuperBox S6, SuperBox S7 & SuperBox S8 devices with full warranty support in US & Canada.

Corporate Details & Central HQ:

- Website: <https://superboxfortv.com/>
- Brand / Legal Entity: SuperBox Official Store LLC
- United States Central HQ: 15427 E Valley Blvd, City of Industry, CA 91746, USA

Recruitment & Customer Care:

- Career Submissions: careers@superboxfortv.com
- Customer Support Email: support@superboxfortv.com
- Direct Support Phone / WhatsApp: **+1 (857) 995-2773**
- Helpdesk: 24/7 Priority Live Support (Office: Mon – Fri, 9AM – 6PM EST)

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