

E-Commerce Customer Support Specialist

REMOTE (UNITED STATES) · CUSTOMER CARE & TECHNICAL OPERATIONS

Company & Storefront	SuperBox for Sale (superboxforsale.com)
Employment Status	Full-Time / Part-Time (W-2 or Independent Contractor 1099 options available)
Available Openings	2 Dedicated Positions (Shift 1: Morning/Day Shift 2: Evening/Night)
Physical Work Location	Remote — United States (Candidates must be physically located within the US)
Target Compensation	\$18.00 – \$22.00 per hour, plus performance bonuses and gear stipend

01 About SuperBox for Sale

At [SuperBox for Sale](https://superboxforsale.com), we serve as a premier authorized distributor of genuine SuperBox Android media hubs throughout the United States and Canada. Our platform delivers hardware solutions—ranging from the proven S6 and S7 lineups to flagship S8 releases—designed to redefine home entertainment for cord-cutters, families, and media enthusiasts.

Behind every order shipped from our fulfillment warehouses is an ongoing promise of genuine reliability, factory warranty protection, and patient post-purchase support. We believe that top-tier hardware is only as good as the human support backing it up. Because our customer community spans from seasoned tech hobbyists to older non-technical adults seeking an easier way to watch their favorite programming, our customer support team serves as the true heartbeat of our brand.

02 Role Summary & Objectives

We are seeking two dependable, communicative, and empathetic Customer Support Specialists residing in the United States to join our remote operational team. In this role, you will act as the principal ambassador for SuperBox for Sale across all digital customer interactions.

Unlike traditional call-center roles with rigid robotic scripts, our specialists take complete ownership of customer concerns. You will guide potential buyers toward the right hardware configuration, assist shoppers through checkout hurdles, provide live order status updates, and demystify initial device setups over live chat, ticketing, and scheduled phone calls. Your work directly influences our brand reputation, customer retention rates, and post-purchase satisfaction scores across North America.

03 Work Shifts & Availability

To ensure seamless coverage across all continental US time zones (Eastern to Pacific), we are filling two dedicated schedules. Applicants must specify their preferred shift during the application process:

Shift 1: Day Coverage

EST / PST

- **Hours:** 9:00 AM – 5:30 PM EST (6:00 AM – 2:30 PM PST)
- **Schedule:** Monday – Friday, with occasional rotating Saturday check-ins.
- **Core Focus:** High-velocity pre-sale chat inquiries, live phone inquiries, payment verification, and coordination with daytime warehouse fulfillment teams.

Shift 2: Evening & Night

EST / PST

- **Hours:** 5:00 PM – 1:30 AM EST (2:00 PM – 10:30 PM PST)
- **Schedule:** 5 shifts per week, including regular weekend evening coverage.
- **Core Focus:** Prime-time viewing support, real-time unboxing troubleshooting, network connectivity guidance, and addressing ticketing queues while daytime teams are offline.

04 Core Areas of Responsibility

1. Omnichannel Inquiries & Relationship Building

Maintain an active, welcoming presence across communication channels, including Zendesk/Gorgias ticketing, live website chat widgets, and inbound customer callbacks. Rather than copying automated scripts, you will author clear, tailored answers regarding model differences, bundled remotes, and shipping timeframes, acting as a trusted product advisor.

2. Order Tracking, Fulfillment Inquiries & Returns

Proactively manage shipping and logistics communication: verify addresses, assist with carrier exceptions across USPS, UPS, and FedEx, and provide reassuring tracking updates. For return and warranty replacement requests, manage the RMA workflow, issue return labels, and partner with logistics to ensure prompt refund or exchange processing.

3. Patient Technical Troubleshooting & Onboarding

Guide customers through initial Android OS setup: Wi-Fi/Ethernet connectivity, pairing Bluetooth voice remotes, configuring screen resolutions, updating Over-The-Air (OTA) firmware, and clearing cached memory. Translate technical steps into calm, easy-to-follow directions so even non-technical customers feel confident.

4. Process Feedback & Knowledge Base Maintenance

Document recurring questions, identify common checkout friction points, and collaborate with web development and marketing teams to improve FAQs, site navigation, and product manuals. Help maintain internal macro responses and keep support documentation fresh as new firmware updates are deployed.

05 Who You Are (Candidate Profile)

- **Location & Legal Authorization:** You must be physically located in the United States and fully authorized to work without sponsorship.
- **Relevant Background:** At least 1 to 2 years of customer service or tech support experience in an e-commerce, D2C, or consumer electronics setting. Familiarity with Android OS, streaming media players, smart TVs, or home audio/video setups is strongly favored.
- **Communication Mastery:** Native or near-native English fluency, with outstanding written composition, grammar, and a warm, conversational phone manner. Skilled in de-escalating tension with frustrated customers without sounding defensive.
- **Technical Comfort:** Comfortable navigating web dashboards, ticketing systems (Gorgias, Zendesk, or Freshdesk), and e-commerce platforms (Shopify or WooCommerce). Ability to explain HDMI, Wi-Fi bands, and remote pairing in plain language.
- **Autonomy & Accountability:** Self-disciplined, punctual, and reliable during dedicated shift hours in a remote distributed team without requiring micro-management.

06 Home Office & Technical Requirements

Dedicated Workspace

A quiet, private room free from background noise, pets, and interruptions during assigned shift hours to handle voice calls securely.

Computer Hardware

Modern desktop PC or laptop running an updated version of Windows 10/11 or macOS, with at least 8 GB RAM and dual-monitor support (recommended).

High-Speed Broadband

Minimum 30 Mbps download and 10 Mbps upload speeds (a direct, hardwired Ethernet connection is strongly preferred over Wi-Fi).

Professional Audio Gear

Dedicated USB headset equipped with an integrated noise-canceling microphone to ensure crisp, interference-free customer communication.

07 Compensation, Benefits & Growth

- **Competitive Hourly Wage:** Starting rate of \$18.00 to \$22.00 per hour, based on your technical background, customer support experience, and assigned shift.
- **Performance Incentives:** Monthly and quarterly bonuses tied to customer satisfaction (CSAT), first-contact resolution rates, and ticket turnaround times.
- **Hardware & Gear Stipend:** An authorized SuperBox testing unit is provided for your home office to test features firsthand and troubleshoot live along with shoppers.
- **Career Progression:** Direct internal advancement pathways into Support Team Lead, Tier-2 Technical Operations, Knowledge Base Management, and Logistics roles.
- **Collaborative Culture:** Open team channels via Slack, comprehensive onboarding, shared knowledge archives, and direct management support.

08 How to Apply

To submit your application, please send an email directly to careers@superboxforsale.com with the exact subject line formatted as:

Application: Customer Support Specialist – [Your Full Name] – [Preferred Shift: Day or Night]

Please include the following three items within your email:

1. **Resume:** An attached PDF copy of your up-to-date resume detailing your customer service and technical support background.
2. **Introductory Note:** A brief 4 to 6 sentence introduction explaining why you enjoy consumer technology, including a recent example of how you guided a non-technical customer through an issue.
3. **Internet Verification:** A screenshot confirming your home internet download/upload speeds (via fast.com or speedtest.net).

09 Equal Opportunity Employer

SuperBox for Sale is an Equal Opportunity Employer. We evaluate all qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, or other legally protected characteristics. We value dedication, diverse perspectives, and authentic customer care across all our remote operations.

10 Official Business Identification & Dealer Verification

SuperBox for Sale is a leading authorized dealer of SuperBox, specializing in the supply of genuine SuperBox TV boxes Series S6, S7, and S8 across the United States and Canada.

Recruiting Desk: careers@superboxforsale.com
Customer Support: support@superboxforsale.com

Sales Hotline (WhatsApp): [+1 \(945\) 254 6147](tel:+19452546147)
24/7 Tech Desk (WhatsApp): [+852 9674 3876](tel:+85296743876)

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