



FAVIE Group

Job Description: Customer Support

Position Overview:

Are you passionate about providing exceptional customer service and ensuring every interaction is positive and impactful? Join [FAVIE Group](#) as a **Customer Support Specialist**, where you'll ensure our [FAVIE Shop](#) and [FAVIE Academy](#) customers feel supported, valued, and heard—no matter the situation.

Responsibilities:

- Respond to customer inquiries via email and support platforms with professionalism, patience, and empathy.
- Address questions about shop products, order tracking, refunds, and exchanges with a customer-first mindset.
- Assist FAVIE Academy participants with access issues, course questions, and general guidance (training provided on Podia).
- Stay composed and professional, even when dealing with frustrated or angry customers, ensuring every interaction is handled with care and friendliness.
- Regularly update FAQ sections to improve customer experience and efficiency.
- Collaboratively communicate with the team via Slack to coordinate responses and resolve issues collaboratively.
- Escalate complex issues when necessary while keeping the customer informed.

Requirements:

- Proven experience in customer support or a similar role.
- Exceptional written communication skills in English (additional languages are a bonus).
- A friendly, patient, and empathetic attitude, with the ability to stay calm under pressure.
- A strong customer-first mentality, ensuring every customer feels heard and valued.
- Familiarity with Podia (training provided), Slack for team communication, and basic e-commerce knowledge (Shopify familiarity is a plus, though access is not required).
- Reliable internet connection and availability for remote work.



What We Offer:

- Fully remote, freelance position with flexible hours.
- Approximately 10-15 hours per week per person, with potential for growth as the brand expands.
- Fixed monthly salary, discussed during the interview process.
- Access to Podia for customer support tasks (training provided).
- A collaborative, supportive team environment on Slack.
- The opportunity to contribute to an exciting and growing global brand.

Ready to deliver exceptional support? [Apply now](#) at team@favie.me and become a vital part of FAVIE Group!

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