

# Customer Service reps with child care experience wanted



Location **California**  
<https://www.genclassifieds.com/x-649824-z>



At Stork, new parents are the center of our business. We're looking for detail oriented individuals with child care experience that have strong communication and problem solving skills to join our growing team.

## RESPONSIBILITIES

- \* Address customer questions in real-time by responding to text messages and managing support tickets
- \* Interact both with parents and additional service providers to do the following:
  - Quickly find medical professionals near their zip code to provide them with support and in person consultation they need
  - Find and purchase items for the user
  - Provide general advice and support to parent inquiries
- \* Monitor activity as well as user engagement to provide the best quality advice in the fastest time.
- \* Serve as the voice of Stork in all of your interactions

## REQUIREMENTS

- \* 2+ years of childcare experience, customer support and client services is a plus
- \* Bachelors Degree
- \* Ability to work nights, weekends, and holidays
- \* Strong verbal and written communication skills
- \* Excellent phone etiquette

\* Detail oriented and ability to multi-task  
\* Ability to walk through complex problems with the parent and provide rapid responses  
\* Ability to address new challenges and opportunities  
\* Ability to work in a fast-paced environment and participate in individual and group critiques

- \* You appreciate complex problems
- \* You understand and appreciate an environment where processes are constantly changing and improving
- \* You want to change the world at least a little bit
- \* You are patient, kind and sympathetic
- \* Able to work independently or part of a team



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#### BENEFITS

- \* Competitive hourly wage
- \* Awesome work environment at a company with a huge vision

Fill out this short application to be considered: [https://docs.google.com/forms/d/1ALQRTZOKufmgbFhwwHfhu54HHs8RCx\\_BtZDqWnhGHXo/viewform?usp=send\\_form](https://docs.google.com/forms/d/1ALQRTZOKufmgbFhwwHfhu54HHs8RCx_BtZDqWnhGHXo/viewform?usp=send_form)