

Customer Service Representative (US Market)

Type: Full-time · **Location:** Remote, North Macedonia · **Hours:** 9:00 AM–5:00 PM US Eastern (3:00 PM–11:00 PM Skopje) · **Compensation:** \$1,000-\$1,500

About the role

Restaurantware helps the foodservice world — restaurants, hotels, caterers — do their work beautifully. We carry 19,000+ products across sustainable, quality-led ranges, including our own brands: Restpresso, Asporto, Bambuddha, Pulp Safe, Bento Tek, and Panificio. Most of our customers are in the US.

Job Description:

Restaurantware is seeking a friendly, detail-oriented, and customer-focused **Customer Service Representative (CSR)** to join our growing team. As the first point of contact for many of our customers, the CSR plays a key role in upholding our brand values by delivering exceptional support across channels. The ideal candidate will be passionate about customer experience, able to handle inquiries efficiently, and committed to continuous improvement in customer satisfaction.

Key Responsibilities:

- Respond promptly and professionally to customer inquiries via phone, email, chat, and other communication platforms.
- Assist customers with order placement, product information, shipping updates, and return/exchange requests.
- Resolve issues with empathy and efficiency, escalating complex cases when necessary.
- Document customer interactions and feedback accurately in our CRM system.
- Coordinate with internal departments (e.g., fulfillment, logistics, accounting) to ensure timely resolution of customer concerns.
- Identify recurring customer issues and suggest improvements to processes, policies, or resources.
- Maintain a high level of product knowledge to provide accurate information and recommendations.
- Support post-purchase engagement and follow-up to enhance customer retention and satisfaction.

Qualifications:

- 5+ years of customer service experience, preferably in an e-commerce or product-based business.

- Strong written and verbal communication skills.
- Proficiency with customer service platforms (e.g., Zendesk, Shopify, Dialpad).
- Comfortable managing a high volume of support tickets while maintaining accuracy and a positive attitude.
- Problem-solving mindset with a focus on customer empathy and efficiency.
- Ability to work independently and collaboratively in a fast-paced environment.
- Familiarity with order management systems and online marketplaces (e.g., Amazon, Shopify) is a plus.

What We Offer:

- Competitive compensation and benefits.
- Opportunity to grow with a fast-paced, innovative company.
- Supportive team environment with ongoing training and development.