

BUILDING THE FUTURE OF WEB COMMUNITIES TODAY.

First Beat Media, Inc., a domain acquisition, online entertainment media company who targets premier industry leading domains and develops them into strong portals

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Customer Support Representative

Requirements and Skills:

- This person must be detail oriented, flexible, speak, understand and write conversations English and Spanish fluently.
- Respond to customer questions/requests via phone, email and live chat in a prompt, polite, and knowledgeable manner.
- Follow established procedures for closure of accounts, cancellation/refunding of paid transactions as needed, banning/tracing of IP addresses, and documentation of account closures and task completion.
- Be knowledgeable as to the workings of the site features and able to provide clear instructions to others.
- Follow established procedures to review member submitted photos, definitions, and filtered entries.
- Monitor sites and report any errors/problems that arise with site functioning via established procedures. Share customer feedback for site improvements.
- Assist in protecting customers/company from scams through review of suspicious/reported accounts and collaboration with fraud detection specialists.
- Be computer savvy; work well with minimal supervision; fast learner; team player; follow instructions; have great Customer Service skills; very flexible, dependable, able to multitask and must be comfortable around websites with adult content.
- Must be able to work night hours and weekends.
- Other duties as assigned/requested

- **Must have the following computer configurations in order to run our programs:**

Processor: minimum 2GHz

Ram memory: minimum 2GB

Internet: 4MB/s (3.6MB/s download, 256KB/s Upload)

Graphic card: any one

HDDL anyone

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