Partner & Customer Service Representative

Customer Service
Full-time employee / Roanoke / Immediately

Apply Now

2.7 MIO. Satisfied customers

800+ Employees from 37 countries

€ 283 MIO. Turnover 2025

70+ Products

120.000 RINGANA partners

Make a Difference

Join us as a **Partner & Customer Service Representative** and become a key point of contact for our customers and independent Partners in the United States. In this role, you will provide timely, professional, and solution-oriented support across multiple communication channels while helping deliver an exceptional customer experience. Working closely with internal teams, you will resolve inquiries, support customer needs, and contribute to the continued growth of RINGANA's US operations.

Your responsibilities

- Respond to customer and Partner inquiries via phone, email, chat, and ticketing systems.
- Assist with questions related to products, orders, payments, promotions, and account services.
- Process account updates, including address changes, account transfers, and other customer maintenance requests.
- Resolve routine customer complaints and escalate complex issues when necessary.
- Assist customers with shipping and delivery concerns, including order status and shipment tracking.
- Enter, modify, and cancel customer orders as needed.
- Document customer interactions and maintain accurate records within support and ticketing systems.
- Collaborate closely with Logistics, Finance, and other internal departments to resolve customer issues.
- Provide guidance on product usage, product recommendations, and current promotional offers.
- Identify and report website, translation, or content issues that may impact the customer experience in the U.S. market.
- Assist the Partner Relations team with partner administration processes as needed to support business operations.
- Review and verify customer and partner documentation for accuracy, completeness, and compliance with company requirements.
- Demonstrate flexibility by supporting customer service, Partner support, and administrative functions across the organization.

Your qualifications

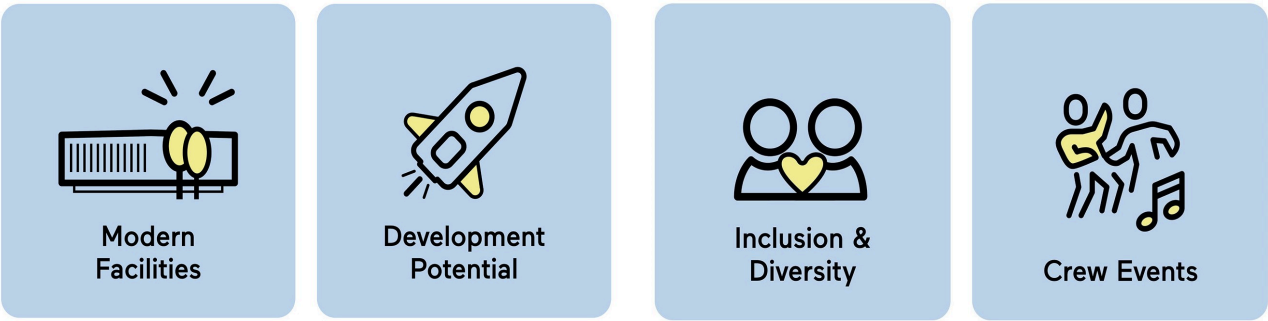
- High school diploma or equivalent required; associate's or bachelor's degree preferred.
- 1+ year customer service, call center, customer support, or related experience preferred.
- Strong customer service mindset with a focus on delivering positive customer experiences.
- Excellent verbal and written communication skills.
- Strong organizational skills and attention to detail.
- Ability to manage multiple priorities in a fast-paced environment.
- Ability to work independently while contributing as part of a team.
- Experience using customer service software, ticketing systems, or customer databases preferred.
- Experience supporting customers through multiple channels, including phone, email, and chat.
- Proficiency with Microsoft Office and other business software applications.
- Strong problem-solving skills and a solution-oriented approach.
- Fluent in English; Spanish is an advantage.

Pay Range:
$19.25-$22.50

This is a 100% on-site role based at the physical office location. Remote work is not an option, and remote candidates will not be considered for this position. Please note that relocation assistance is not offered or provided, so candidates must already live in the local commuting area or be able to move independently at their own expense.

Please note that RINGANA is not able to offer employment sponsorship for this position at this time.

Our Benefits



Ready To Make An Impact?

Share your application and tell us what inspires you, the strengths that set you apart, and the spirit you bring to the team.

Apply Now

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