

Remote Customer Support Specialist – Native Chinese & Advanced English

We are a well-established online ordering company based in the United States, with over 15 years of industry experience. We are currently looking to hire a **Remote Customer Support Specialist** to join our dynamic and growing team.

This is an outstanding **long-term opportunity** ideal for individuals who are eager to thrive in a fast-paced, engaging, and fully remote work environment.

If you're passionate about customer service and fluent in **Chinese (Mandarin)** and **English**, we'd love to hear from you.

Key Responsibilities:

- Managing customer inquiries via phone calls, emails, WeChat, and support chat
- Performing data entry tasks, simple translation, and other administrative duties
- Engaging in cross-selling and marketing initiatives when required

Requirements:

- Proficiency in Mandarin; English proficiency is required
- Availability to work during US Central Time from 10 AM to 5 PM
- Prior experience in customer support roles
- High computer and internet literacy
- Stable, reliable internet connection
- Prior experience in a call center environment is preferred
- Candidates residing in Europe (e.g., Spain, Italy, Germany) are preferred
- Comfortable with multitasking and managing various responsibilities
- A quiet home workspace conducive for phone interactions with customers
- Openness to a work-from-home arrangement
- Willingness to undergo comprehensive paid training

Additional Skills:

- Experience in related fields such as cross-selling and marketing will be considered favorably
- Knowledge of additional languages such as Vietnamese, Korean, or Japanese is a plus

If you are interested, please send your CV and cover letter to: yumeng@ehungry.com

远程客户支持专员 – 中英文流利

我们是一家总部位于美国的成熟在线订餐公司，拥有超过15年的行业经验。现因业务发展，诚邀**远程客户支持专员**加入我们充满活力的团队。

这是一个极具吸引力的**长期兼职/全职工作机会**，非常适合希望在快节奏、互动性强的远程办公环境中发展的专业人才。如果您热爱客户服务，并且**精通中文（普通话）和英文**，欢迎加入我们！

招聘要求：

- 精通普通话，并具备较强的英语能力（公司系统为英文，日常工作需要用英语进行沟通）
- 有客服和call centre工作经验
- 能够在美国中部时间 10 AM - 5 PM 的工作时间，西班牙时间下午4点到晚上12点。
- 安静的工作环境，稳定网络。
- 熟悉其他语种（如粤语、越南语、韩语或日语）优先

其他信息：

- 带薪培训
- 薪资待遇：\$12.00-\$14.00/小时

有意者请将简历和求职信发送至：yumeng@ehungry.com