Work From Home Job Opening: Customer Service for Online Tax Software (Remote)

This job posting is targeting candidates with a payroll or accounting background who want to earn some extra income while working from home, either full or part time.

Greenshades Software develops, sells, and supports a variety of business payroll software. We are a real brick and mortar business based in Jacksonville and have been in operation for over a decade.

One of our most popular products is an online website where companies create, mail, and file their W-2s and other annual tax returns. Our clients use this website each year and often need help remembering how to use the product or utilize its new features. We traditionally hire a few dozen customer service representatives to help handle this seasonal call and email volume. This customer care work can be done from home using a laptop with a headset and phone/email software which we provide.

We traditionally find it most effective to find candidates that have some payroll or tax background and train them on our software. If an employee understands W-2 and 1099 tax forms and the basic process that our clients are trying to perform then it's easy to train them on our software and how it's used.

Responsibilities for this Customer Care Position:
• Attend a 2-day training course at our office in Jacksonville, FL where we will show you our website and train you on answering basic customer questions and performing walkthroughs.
• Be available to work between December 16th and February 10th (not including the days around both Christmas and New Year's)
• Be available from morning to mid-afternoon on most weekdays (we have some flexibility to accommodate personal schedules)
• Handle incoming emails and phone calls from our clients. Answer their questions and assist them with using the website in a professional and courteous tone.
• Escalate difficult or complicated questions to a level 2 support representative

Candidate Requirements:
• Some basic payroll or tax experience: should understand how a W-2 form is prepared and basic payroll year-end workflow.
• Strong verbal and written communication skills.
• Adept using computers and websites; able to walk someone through clicking links and explaining where to find content.
• Some experience with Microsoft Office (Outlook, Excel, optionally Lync)
• Has a quiet work area with good internet connection (at least consumer broadband).
• Ability to work with minimal supervision

Candidate Optional Qualifications:
• Direct experience with Microsoft Dynamics
• Any American Payroll Association certifications (FPC, CPP, CPA)
• Experience using electronic tax filing software