

A Day in This Role

Bilingual E-Commerce Customer Service Rep & Virtual Assistant | Full-Time, Exclusive, Remote | US Eastern Time

Sample daily schedule (US Eastern Time)

9:00 to 9:30 AM	Review overnight text messages, emails and voicemails. Flag anything urgent to the founder.
9:30 to 11:00 AM	Customer service: answer customer text messages (most inquiries) and emails, process order edits, refunds and cancellations in Shopify, check shipment tracking.
11:00 to 11:30 AM	Product samples: create packing slips and shipping labels (PDF) for the day's 2 to 4 sample shipments, send them to our US shipping partner, and update the samples inventory.
11:30 AM to 12:00 PM	Short check-in with the founder: priorities for the day and open issues.
12:00 to 1:00 PM	Lunch break.
1:00 to 3:00 PM	Personal assistant tasks: travel bookings, appointments, scheduling, online errands and, occasionally, screening rental applicants.
3:00 to 4:30 PM	Customer follow-ups, phone calls and delivery problems.
4:30 to 5:00 PM	End-of-day summary: what was resolved, what is pending, what needs a decision.

Tools you will use

- Shopify (no experience needed; we will train you)
- Shipping label software and a samples inventory spreadsheet
- Gmail, Google Calendar and Google Drive
- Text messaging (SMS) with customers, plus phone and email
- A messaging app for quick questions with the founder

How we work

- You own the customer inbox. The goal is not just to complete tasks but to make sure every customer is taken care of.
- Clear written instructions and templates for common situations.
- Use your judgment on routine issues; ask when something is unusual or involves a larger refund.
- One short daily check-in and a written end-of-day summary.

What success looks like after 90 days

- Customers receive a reply the same business day, usually within a few hours.
- You handle Shopify orders, refunds and tracking questions independently.
- Sample shipments go out every business day and inventory counts are accurate.
- The founder's calendar and travel run smoothly without reminders.
- Problems are spotted and raised early, before they become complaints.

What we offer

- \$1,200 USD per month, paid weekly (about \$277 per week) via Wise
- A stable, long-term, full-time role working directly with the founder
- Training on our systems and processes