

Customer Support Specialist

Company: EarnOS

Location: Remote

Type: Full-time / Online

Compensation: \$1,000 per month, paid in USD

Working Hours: USA daytime hours required. Exact schedule to be confirmed based on demand.

About EarnOS

EarnOS is the Internet's reward program. Brands reward real people for completing verified actions (missions), and users earn in USD through their EarnOS account once missions are successfully completed and verified.

We are preparing for launch and looking for a reliable Customer Support Specialist to help users through their EarnOS journey, manage support tickets, and make sure issues are handled quickly and clearly.

Role Overview

We're looking for someone to join the EarnOS support team and manage user support through Intercom.

You'll be the first point of contact for users who need help with missions, rewards, login issues, verification questions, app bugs, and general account support. You'll also help identify repeated issues and escalate anything that requires technical or product follow-up.

This role is ideal for someone who is patient, clear, organised, and comfortable working online in a fast-moving startup environment.

Responsibilities

- Manage and respond to user support tickets in Intercom.
- Help users with mission, reward, verification, login, and account questions.
- Guide users through the EarnOS app and support their overall user journey.
- Use support macros, tags, and workflows to keep tickets organised.
- Escalate bugs, payment issues, and technical problems to the right internal team.
- Collect screenshots, user details, and context when issues need investigation.
- Identify repeated user problems and share feedback with the team.
- Keep responses clear, friendly, and professional.
- Help improve support processes, FAQs, and user guidance over time.

Requirements

- Strong written and spoken English.
- Availability during USA daytime hours.
- Experience in customer support, community support, moderation, or another user-facing role.
- Comfortable using tools like Intercom, Slack, Discord, Google Sheets, or similar platforms.
- Able to stay calm and helpful when users are frustrated.
- Good attention to detail.
- Reliable, responsive, and comfortable working remotely.
- Able to follow support processes while also using common sense.
- Basic understanding of apps, rewards platforms, fintech, or crypto is helpful, but not required.

Nice to Have

- Previous experience with Intercom or similar support tools.
- Experience supporting mobile app users.
- Familiarity with Web3, USDC, wallets, or digital rewards.
- Experience working with online communities.

Working Hours

This is a remote online fulltime role, but availability during **USA daytime hours** is required.

Exact working hours are still to be confirmed and may be adjusted based on support demand after launch. However, the schedule should cover key US working hours to help users in real time and keep support response times low.

Compensation

This role pays **\$1,000 per month**, paid in **USD**.

How to Apply

Please send your application to jobs@earnos.io with:

- A short intro about yourself.
- Any previous customer support or community experience.
- Your availability and timezone.
- Why you'd be a good fit for EarnOS.