



Customer Experience (Support) Representatives

Position Overview

Are you looking to make an impact? Do you enjoy helping others? eMerge, the leading email marketing platform for Real Estate (easyeMerge.com) is currently seeking friendly, highly motivated Customer Experience Representatives.

Customer Experience reps should be fast-thinkers, good trouble-shooters, personable, well-spoken, friendly and enjoy "figuring it out" to assist with smooth operations, both internally and externally.

You will be a great fit if:

- You have a pleasant and helpful demeanor on phone, chat & email.
- You love technology and understand basic concepts of email, social, and web marketing.
- You are good at using the internet and email.
- You like to learn, research and understand how things work.
- You can easily prioritize your work flow both during times of high volume and low volume.
- You enjoy and understand social media: Facebook, Twitter, LinkedIn, Instagram, etc...
- You look for the opportunity to sell the eMerge solution to new customers and upsell existing customers.
- You are familiar with the real estate sector (brokers, agents).

A snapshot of position responsibilities:

- Build relationships of trust through open communication with customers.
- Assist with opening and maintaining customer accounts.
- Recommend products or services to clients based on their needs.
- Manage incoming calls, emails and chat messages from customers seeking assistance.
- Resolve product or service problems by clarifying the customer's complaint; determine the cause of the problem; select and explain the best solution to solve the problem; follow up to ensure issue is resolved.
- Keep records of customer interactions, process customer accounts, and file documents.
- Researching and curating relevant content for our Real Estate customers.
- Follow up with new sales leads and convert them to eMerge customers.

What we are looking for:

- High school diploma or equivalent
- 0-3 years prior experience
- Good communication and presentation skills
- Content writing or curation experience a plus
- Real estate knowledge a plus

Position includes:

- Salary starting at \$30,000
- Commission for signing up new clients and product upsells
- Team bonuses for hitting retention goals
- 401K
- Health Benefits
- Paid Leave/Holidays
- Remote Work Days

About NMD Inc. | eMerge

The leading email marketing platform in the real estate space, eMerge services thousands of real estate agents, brokers and companies around the globe. Subscribers can use the platform's do-it-yourself tools to create, schedule and analyze email campaigns and workflows or gain a helping hand with one of the



proven real estate campaigns designed to help busy real estate pros stay on task and engaged with their online audience.

With offices based on New Orleans, LA and Los Angeles, CA, both the eMerge platform and eMerge Founder/CEO Bondilyn Jolly have been recognized and awarded by the Governor of Louisiana for their contributions and impact to the growth of the technology sector in the state of Louisiana. The company has also been featured in Inc. magazine, Huffington Post, Inman News & RISmedia and was recognized in 2015 as one of the 'Top 50 Software Solutions for Real Estate'.

eMerge™ is a product of NMD, Inc., a North-American technology firm specializing in interactive online marketing solutions.

Other Considerations

This is a full-time on site position in the New Orleans, LA office, with eligibility for remote work days.

To learn more about eMerge, visit easyeMerge.com.
Resumes should be submitted to gethired@easyemerge.com.