



## About Lateam Partners

Lateam Partners is a premier recruitment agency specializing in hiring top **English-speaking** talent in **Latin America** for U.S.-based companies. We connect skilled professionals with dynamic opportunities, offering competitive salaries, career growth, and the chance to work with leading international businesses.

By joining Lateam Partners, you gain access to **exciting remote roles, a supportive work culture, and ongoing professional development**. We pride ourselves on matching top-tier talent with high-quality employers, ensuring a rewarding experience for both candidates and clients.

If you're looking to advance your career with **a stable, well-paid, and growth-oriented opportunity**, apply today and become part of our thriving network!

[www.lateampartners.com](http://www.lateampartners.com)

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### Job Title

Customer Service Representative

### Location

Remote

### Client

Undisclosed

### Job Summary

We are seeking a dedicated Customer Service Representative to support our users and community in a fully remote role aligned with the UK time zone. The ideal candidate has exceptional communication skills, a customer-first attitude, and previous experience supporting users on platforms similar to Airbnb, marketplace apps, or digital service environments.

## **Responsibilities**

- Provide friendly and professional support to customers via email, chat, and phone aligned with UK business hours.
- Handle inquiries related to bookings, account issues, payments, cancellations, and general support
- Troubleshoot issues and guide customers through resolutions with accuracy and empathy.
- Log and update interactions in internal systems, ensuring documentation is accurate
- Identify patterns in support issues and provide feedback to internal teams
- Escalate complex cases appropriately and collaborate with cross-functional teams when necessary.

## **Qualifications**

- Previous experience in customer service, ideally with Airbnb or similar marketplace platforms
- Excellent English proficiency (written and spoken)
- Strong communication and problem-solving skills
- Comfortable working remotely with a reliable setup
- Ability to work flexibly within UK time zone business hours
- Experience using CRM or support tools to track cases and customer interactions

## **Apply to this position**

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