

Customer Care Interview Guide

WELCOME TO SENDWAVE!

Hey there! Preparing to interview for a customer service representative role with us, and don't know what to expect? Check this out! This guide lays out the steps we follow to hire outstanding customer support representatives. From when we receive your resume to when we extend the offer, reading this guide before your interview can help you better prepare for what to expect and when to expect it.

STAGE 1: RESUME REVIEW

The recruiter overseeing the role will start reviewing resumes to filter out qualified candidates and invite them to interview. Qualified candidates should have;

- At least 2+ years of experience working in a call/contact center.
- Fluency in English and in any other required language for their assigned section
- Flexible schedule with the availability to work on weekends
- Excellent customer service skills

Resume tip:

Getting invited to your first interview highly depends on your resume, it is important to have a clear and properly formatted resume. Your resume should highlight your total years of experience in support along with your, communication, computer and problem solving skills. Try to make it easy to read by providing start dates and end dates, job titles and job locations.

If your resume is selected, the recruiter or recruiting coordinator will email you with an invite link to complete a project.

STAGE 2: PROJECT

The project stage of the hiring process is an opportunity to see how you will approach a problem that you could be working on as a customer service representative. Our team would like to understand how you think about the tasks at hand and go about solving them. Projects are unique to the role and should enable you to demonstrate the key competencies from the job description. It should give you the sense of the type of project that would be on your plate if you were to join Sendwave. You will be sent a link to complete the project and have 48 hours to complete it. The project will test your customer service skills, english proficiency, your network + any additional languages required for the role. Failure to submitting your internet network results will lead to disqualification.

STAGE 3: MANAGER INTERVIEW

This part of the interview process is one of the most important. You will interview for 30-45 minutes with one Support Manager and department head, depending on the role and team availability. This call gives you the chance to talk to your potential future teammates and make sure the role is a good fit for you! It's also the best time to speak about the nitty-gritty experience and ask all of your technical and day-to-day questions. The interviewer will ask you technical questions and test your critical thinking skills in certain hypothetical scenarios. Please note this interview could also be a panel interview instead of two separate ones. It all depends on the role and managers availability.

STAGE 4: REFERENCE CHECK

If you reach this stage, your recruiter may reach out to ask for two professional references. It is important to pick responsive

references in order to move fast in the process. The ideal reference could be your manager/supervisor at your current or most recent job. If they are not available, you can instead provide anyone you've worked with that can speak on your experience, ideally a manager and a colleague. Delays in responding can lengthen the recruiting process. When providing references, we ask that you share the following information:

- First and last name
- Working relationship to you and role
- Phone number
- Email address

It's always a good idea to reach out to your references in advance so they know to expect to hear from us! Reference checks will be requested depending on your country of residence.

STAGE 5: OFFER

If we extend the offer, we appreciate a response within 72 hours. If you need more time to decide, please let us know and we will try to accommodate you. Customer service positions move pretty quickly, and the sooner we know, the better.

HOW TO PREPARE FOR INTERVIEWS

- Communicate with us— if you're going to be late or need to change your time, let us know ASAP!
- Join the call with enough time to test your set up
- If you can, try to find a quiet area to take the call
- Test your microphone and camera in advance of the call
- Make sure you have access to the video platform being used (either Google Meet or Zoom.) If you don't have access to the platform, check the invite for details of how to dial in
- To avoid freezing and cutting off during your interviews, check your internet connection prior to your interview. If your connection isn't strong, test out using a different one like a mobile hotspot, or dialing in
- Choose an interview time where you'll be able to settle into your interview location rather than interviewing while in transit

FREQUENTLY ASKED QUESTIONS;

What Shifts will I be working?

- What Shifts will I be working?
 - Our shifts vary and will be confirmed with you between the time the offer was extended and the last day of your training. Please remember that we are looking for candidates that are available to work their assigned shift, as we are open 24 hours per day/7 days per week.

How much notice will I have before start date?

After offer is extended and accepted, you will have about 2 weeks before your initial start date. The start date will be stated in the offer letter.

When should I expect to hear back from Sendwave after I submit my application?

Customer service roles receive the highest volume of applications and we source and filter resumes every week. Unfortunately, we cannot guarantee a specific time frame, but we prioritize the oldest applications and work our way to the newest ones.

Who will grade my project?

One of our team leads will grade your project and decide if it would be a good fit to move you to the next stage.

How much does a customer service representative from Sendwave make?

Please refer to the JD of the position you applied to, the salary will be listed there.

Can I apply to other positions if one did not work out?

Yes, you can apply to as many positions as you'd like, but please read the requirements for each role carefully so you optimize for quality of application over quantity!

Can Sendwave update the offer after it is extended?

At Sendwave, we do not negotiate salaries, and instead have a system of salary bands based on years of experience, performance in our take home projects and the level needed for each role. Our aim is to pay each person fairly based on qualification rather than on their ability to negotiate. We welcome any feedback and questions about the details of the offer, but the compensation will not change based on those conversations.