

Customer Solutions Agent

How cool would it be to work at PayPal?

Benefits from Day One, an on-site gym and PayPal-discounted cafeterias are just the beginning. We have pet insurance too and a four-week sabbatical after five years. How cool is that?

PayPal introduced the world to online payments and became a household name in just 15 years. Over the years, we've gotten better, added new services and grown. We're on a mission to make working at PayPal as great as being a customer. There really is no limit to how you can grow with us. Our philosophy is straightforward: We value every role and every person. Teamwork is everything.

A typical week as a customer solutions agent

We love the phone. We're on the phone all day long and that is a key part of the job. You will be the go-to person helping our customers and resolving their inquiries. At times, you'll have to research transactions and accounts, and log case information. The best teammates are always thinking on their feet to solve a problem. Everyday is a little different, with new challenges. Quick, friendly and accurate answers make customers happy, and that's what you'll train to do.

Requirements to get started

One year of customer service experience is all you need to get started. You'll be working independently, using different screens and systems, so a little multi-tasking is a good thing. Knowing your way around the web and Microsoft Office is a huge plus. Since our customers never stop and we are around the world and have shifts 24 hours a day, seven days a week, we'll need you to be flexible about work time. Responsibility and punctuality are always important ways to stand out too.

Grow with us

Learning is a big part of our culture. An issue resolved last week could be part of the solution next week. We want you to learn and succeed. Good work gets recognized here too. There are many ways to grow like advancing to new roles, going up in grade levels and exceeding a manager's expectations.

What makes a good fit?

We look for outgoing teammates who are quick learners and eager to succeed. We reward with a lot of support, a lot of encouragement, training and of course, great teammates, all in a really fun environment. If that sounds like a cool place to work, then we hope you consider a career with PayPal.

What happens after you apply?

We like to give everyone our best consideration and we'll look at additional roles at PayPal you might also be a good fit for, in addition to the one you applied to. We'll also send you job recommendations via email for opportunities you might not have known about or just became available. Keep a look out for job alerts from us. Thanks for thinking of PayPal.