

Member Support Representative (Part-Time)

Description

Foodsmart is hiring a remote, part-time Member Support Representative to assist members with service questions, eligibility, appointments, platform access and food-benefit support. The role is designed for someone comfortable handling live member inquiries and working independently in a remote environment.

Responsibilities

- Respond to inbound member questions with empathy and accuracy.
- Document member interactions and follow-up items.
- Check eligibility and explain benefits using internal tools and knowledge resources.
- Help members schedule with the appropriate dietitian.
- Troubleshoot account and platform issues and coordinate solutions with internal teams.

Qualifications

- Reliable high-speed internet and a private, secure workspace.
- Comfort handling sensitive information, including PII/PHI, with basic HIPAA awareness.
- Strong written and verbal communication.
- Ability to work the required weekday shift window.

Experience

At least 1 year of successful remote or hybrid call-center experience is highly preferred. Experience resolving complex service or benefits questions is useful.

Skills

Customer support, written communication, phone support, multitasking, documentation, knowledge-base navigation, troubleshooting, critical thinking, time management.

Job Benefits

Remote-first work environment, flexible remote location, time off and a collaborative team. The posting notes that this part-time role is not eligible for health insurance benefits.

How To Apply

Apply through the official Foodsmart careers page: [Foodsmart job posting](#).

Hiring organization

Foodsmart

Employment Type

Part-time

Industry

Digital Health

Job Location

Remote, United States, United States

Remote work possible

Working Hours

Approximately 29 hours per week.
Monday-Thursday 11:00 AM-5:30 PM PST and Friday 11:30 AM-5:00 PM PST; later availability is a plus.

Base Salary

20.68

Date posted

October 1, 2026