

Position Title: Customer Service Representative

Date Posted: 6/18/09 Education: High School Diploma
Location: Cleveland, Ohio Type: Temporary Position
Experience: 1-3 years



Summary

The customer service representative will be responsible for handling inbound calls from external customers and place outbound follow up calls in an order placement and problem resolution capacity, in a high-volume customer service call center environment. E-mail processing will be associated with this role also.

- Assist customers with placing orders via data entry management systems
- Assist customers with routine requests, questions and concerns through research and resolution
- Research product, service and billing inquiries
- Ensure that customers receive the best service possible while processing orders, requests and concerns
- Responsible for meeting departmental metrics
- Deliver “ World Class” Customer Service

Required Experience and Skills

- Strong focus on customer service skills with a service mentality
- Ability to multi-task and work in multiple data entry systems concurrently
- Ability to work as a team member and independently to complete assignments of diverse scopes and meet changing priorities
- Ability to address challenging customer issues while maintaining a positive and professional attitude
- Capable of handling multiple priorities and deadlines
- Ability to thrive in a fast-paced, rapidly growing and changing work environment
- An accountable team player
- Available to work a flexible schedule by hours and day

Qualifications

1-3+ years of service oriented call center experience
Proficient in all standard Microsoft Office computer programs
Knowledge of accepted business correspondence standards
Superior communication skills with the ability to articulate well in both written and spoken English
Stable work history
High School diploma or equivalent
Minimum of 18 years of age
Ability to pass background screening
Spoken Spanish Language helpful but not necessary

To Apply for this Position

Email your resumé to:

Email: humanresources@fittechnologies.net