

## **Position Responsibilities**

### Customer Service

- Manage large amounts of inbound or outbound calls in a timely manner
- Follow communication "scripts" when handling different topics
- Identify customers' needs, clarify information, research and provide solutions and/or alternatives
- Access company and client resources provided to accurately handle the call
- Seize opportunities to upsell products when they arise

### Customer Support

- Answers, evaluates and prioritizes requests from customers having questions or experiencing problems with services or products
- Facilitates problem recognition, research, isolation, resolution, and follow-up for customer problems
- Able to work without a script and maintain call control
- Log and track customer interaction as required for each client
- Responds to and resolves open issues in an appropriate timeframe
- Concession of the customers' troubles by recommendation of products, services or procedures
- Evaluation of the systems' problems to recommend enhancements
- Ability to multi-task using multiple system pending the clients working environment

### Customer Service & Customer Support

- Actively participate in efforts to support customer satisfaction and maintain quality
- Skillfully change from one task to another without loss of efficiency or composure
- Successfully complete all training sessions
- Effectively communicate with patience and understanding
- Remain positive and professional in all internal and external customer interactions
- Be available at your desk, maintaining punctuality and attendance at all scheduled times
- Physically be able to meet the demands of the job within the described work environment
- Apply personal ethics, honesty, initiative, flexibility, responsibility and confidentiality in all areas
- Flexibility to cross train as requested
- Maintain the utmost confidentiality and security as it pertains to Five Star Call Centers policies
- Perform other duties as assigned\*

\*Note: Management reserves the right to assign or reassign functions and responsibilities to this job description at any time.

## **Duties/Responsibilities**

- Work independently
- Type at a minimum 25-35 words per minute accurately
- Demonstrate initiative and self-motivation
- Performs assignments while under limited time frames
- Available to work weekends and holidays
- Basic math skills
- Positive attitude
- Must be able to speak, read, write and understand English

## **Education and Experience**

### Customer Service

- Previous 1 year customer service experience required

### Customer Support

- Prior 1 year call center experience preferred
- Knowledge of CRM systems a plus

### Customer Service & Customer Support

- A high school diploma or GED is preferred
- Prior 1 year call center experience preferred
- Must be at least 16 years of age (18 if applying for a remote position)

## **Required Skills/Abilities**

- Strong phone and verbal communication skills along with active listening
- Customer focus and adaptability to different personality types
- Maintaining composure in challenging situations
- Ability to use technology effectively and productively
- Regularly required to sit
- Regularly required to use hands to feel, handle and control objects
- Occasionally required to reach, stoop, kneel, or crouch
- Occasionally required to lift and/or carry loads of up to 30 lbs
- All standard vision abilities are required
- All standard hearing abilities are required

\*Depending on the account hired to work you must be able to pass a background check applicable with state and federal laws.

\*Depending on the account hired to work you may be subject to passing a drug screen applicable with state and federal laws.

The above statements are intended to describe the general nature and level of work and are not intended to be an exhaustive list of all responsibilities, duties, and skills required of the job.

Five Star Call Centers values diversity and is committed to cultivating a professional, diverse workforce by hiring the best people available and providing the best service possible to our customers. Five Star Call Centers is an EOE/Veterans/Disabled/LGBT employer and participates in the E-verify program.