Bilingual CSR

A growing company in Anoka is looking for customer service reps for their busy call center.

3500+ calls per day are fielded through this busy call center.

Inbound customer care specialists are responsible for handling calls from new and existing customers regarding a variety of requests. Using their knowledge of products or services as well as great customer service skills, these professionals address issues, provide support and offer information, as needed, to keep customers satisfied and retain business. You will be answering incoming calls, coordinating with other departments, and solving problems.

Requirements:

2 years customer service experience, call center experience preferred

Pleasant, up-beat, professional phone demeanor

Ability to multi-task in a very fast paced work environment

Ability to work independently

High school diploma or equivalent

Technical Skills:

Accurate keyboarding skills, specifically 10-key data entry

Proficient in Microsoft Word and Excel

Must be Bilingual Spanish

Pay rate is $14.00/hour

Hours are varied between 7 am and 7 pm Monday through Friday and Saturday 7-2. You will receive a set schedule with 1 day during the week and Sundays off.