Call Center Representative Overview

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

Preferred:
Bilingual Spanish

Pay rate is $13.00/hour and $14.00/hour for bilingual Spanish Located in Anoka, MN

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.

Send Resume