

Senior Customer Service Representative at Advanced Call Center Technologies (ACT) in San Luis, AZ

Job Order # 4536184 on azjobconnection.gov

Full Time

Pay Rate: \$ 16.50 P / Hour

Job Description:

Customer Service Representatives primarily receive inbound calls from consumers for assistance. In this role, you will also present other offerings for additional services. Customer Service Representatives are problem solvers with good negotiation skills who are self-driven and motivated to meet individual service and sales goals.

Essential Duties and Responsibilities for Customer Service Representative

- Responds promptly to customer needs, solicits customer feedback to improve service
- Solicit new business, up-sell existing business and ensure customer needs are met.
- Utilize knowledge of existing offers to maintain customer loyalty
- Maintains confidentiality, listen to others without interrupting
- Speaks clearly and persuasively in positive or negative situations
- Multi tasks to document while speaking with the consumer.
- Demonstrates accuracy and thoroughness
- Looks for ways to improve and promote quality

Job Requirements:

- Education: High School diploma or GED
- Must be able to successfully pass criminal background check
- 3 years prior customer service experience

How to Apply:

In person at Advanced Call Center Technologies - San Luis
580 N. San Luis Plaza Drive, San Luis, Arizona 85349

Or Via website at www.acttoday.com