

## **Call Center Representative – TEMPORARY FULL AND PART TIME POSITIONS**

Position would start July/August and ending roughly November/December

Duties include handling many inbound and some outbound calls to and from customers, listening to customers needs or issues and providing helpful solutions to their problems.

### **Responsibilities**

- Answering inbound calls
- Handling/routing customer complaints
- Following up on customer requests
- Making some outbound calls
- Managing and updating customer accounts

### **Required Qualifications and Proficiencies:**

- **Effective Communication Skills.** The nature of the work demands good communication skills
- **Knowledge Retention and Recall**
- **Ability to Handle Pressure**
- **Speed and Efficiency**
- **Creative Problem Solving**
- **Emotional Stability**
- **Empathy**
- **Organizational Ability**
- **Proficiency with Microsoft Office suite (Word, Excel, PowerPoint).**

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