



CUSTOMER SERVICE CALL CENTER REP.
\$13 PER HOUR
POSITION IS IN BREA

MEET AND INTERVIEW:

Thursday, November 8, 2018

12:00 P.M. – 2:00 P.M.

Anaheim Workforce Connection

201 S. Anaheim Blvd. 2nd Floor

Anaheim, CA 92805

JOB DESCRIPTION

- The Customer Care Representative position provides professional, quality, and sales support for existing or prospective customers by using a consultative approach that reflects the culture and philosophies of our clients. Work activities include inbound and/or outbound phone calls, data entry, surveys, validation of orders, and social media. Additional duties may include updating reports, assisting in the final testing of new surveys and processes, and data analysis. Troubleshoots and problem solves customer's issues or concerns by providing solutions, recommendations, replacements, gathering of sensitive information, and/or detailed product information with a sense of urgency while using a positive and empathic approach at all times.

QUALIFICATIONS

- High school diploma or equivalent (GED, HSED) required. Must be bilingual in Spanish. Previous work experience in customer service, sales, training, or member retention required. Must be computer proficient in Word, Excel, PowerPoint, and Outlook. Excellent interpersonal, verbal, and written communication skills required. Must have the ability to establish rapport, build relationships and loyalty with external and internal customers and coworkers,

HOW TO APPLY

- Send resumes to eacosta@olystaffing.com or mgomez@olystaffing.com