

Customer Service Representative

Benefits: Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

Salary range: \$19.95 to \$23.10 hourly
Employment status: Contract / Temporary

Description

Are you looking for work via Robert Half? You might be interested in this Customer Service Representative position in a dynamic, rapidly-changing call center. You might be the Customer Service Representative we're looking for, if you're articulate and highly-skilled, and love building solid customer relationships. This Customer Service Representative job is long-term contract / temporary, and located in Sacramento, California.

What you get to do every single day

- By being successful in your role, you will facilitate business development and client referral goals by actively cross-selling and referring customers
- Organize and route incoming telephone calls
- Deliver outstanding, friendly customer service in a timely fashion
- Field and send out written business correspondence

Requirements

- Call center experience desired
- Demonstrated experience performing extensive research to resolve complex customer inquiries
- Strong customer service and office administrative skills
- Demonstrated ability to interact effectively with internal and external partners and clients/customers
- Excellent computer skills
- Ability to recognize, evaluate, and resolve problems effectively
- 2+ years' experience of proven performance in a goal-driven & customer-focused environment desired
- Excellent written, verbal and social communication skills highly desired
- Upbeat, positive attitude and an approach to work rooted in professionalism
- Proficiency with Microsoft Office applications
- Solid understanding of Customer Relationship Management (CRM) systems, e.g. ACT!, Illustrator, Highrise, and Insightly

If you seek to deliver great customer outcomes and want to improve your customer service skills to deliver personalized service specific to individual customer needs, we want to hear from you now. Apply today!

Robert Half is the world's first and largest specialized talent solutions firm that connects highly qualified job seekers to opportunities at great companies. We offer contract, temporary and permanent placement solutions for finance and accounting, technology, marketing and creative, legal, and administrative and customer support roles.

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Please contact Ernst & Young at 866-834-5115 with any questions. Thank you for your assistance.

This Job Posting will expire in 10 days.