

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: \$16.63 to \$19.25 hourly
Employment status: Contract / Temporary to Hire

Description

We are offering a permanent employment opportunity for a Customer Service Representative in McLean, Virginia. This role involves providing customer service in a remote, technology-driven environment. As a key member of our team, you will be responsible for answering inbound calls, handling service desk tickets, and providing technical support in a call center environment.

Responsibilities:

- Respond to customer inquiries via inbound and outbound calls, ensuring excellent service standards
- Manage email correspondence efficiently and professionally
- Utilize various ticketing systems to handle support tickets and service desk tickets
- Ensure all customer interactions and issues are logged accurately in the system
- Provide technical support to customers, diagnosing and resolving issues in a timely manner
- Maintain a high level of proficiency with Office Suite to manage data entry tasks
- Monitor customer accounts and take appropriate action when necessary
- Uphold a high standard of communication with customers at all times.

Requirements

- Position: Customer Service Representative

Experience:

- A minimum of 1 year experience in a customer service role is required.

Skills:

- Proficiency in answering inbound calls and handling inbound and outbound calls efficiently.
- Experience in call center customer service is essential.
- Ability to provide high-quality customer service.
- Proficiency in data entry and maintaining accurate records.
- Experience in email correspondence and ability to communicate effectively via email.
- Familiarity with ticketing systems and ability to manage and respond to support tickets and service desk tickets effectively.

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