

## 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:** \$16.00 to \$17.00 hourly

**Employment status:** Contract / Temporary to Hire

### Description

If you're looking for work in a dynamic, rapidly changing call center, this Customer Service Representative opportunity via Robert Half might be for you! Do you love building solid customer relationships? You might be the articulate, highly-skilled Customer Service Representative we're looking for. This Customer Service Representative position is based in the Fairfax, Virginia region and is a long-term contract to hire employment opportunity.

Your responsibilities in this role

- Organize and route incoming telephone calls
- Provide accurate, friendly customer service in a timely fashion
- Field and send written business correspondence
- You will likely support business development and client referral goals by actively cross-selling and referring customers

### Requirements

- 1+ years of past relevant experience
- Demonstrated ability to interact effectively with internal and external partners and clients/customers
- Experience performing extensive research to resolve complex customer inquiries
- Ability to simplify complex problems and build solutions
- Excellent verbal, written, and social communication skills
- Customer service experience
- Consumer collections experience required
- Deep understanding of Microsoft Office
- Familiarity with Customer Relationship Management (CRM) systems, e.g. ACT!, Illustrator, Highrise, and Insightly
- Proficient with diversified computer software and systems
- Strong customer service and office administrative skills
- Upbeat, positive attitude and an approach to work rooted in professionalism

If you are a service 'champion' who looks to improve and deliver personalized service based on individual customer needs, we want to hear from you. Contact us 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.

Robert Half puts you in the best position to succeed by advocating on your behalf and promoting you to employers. We provide access to

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Robert Half will consider qualified applicants with criminal histories in a manner consistent with the requirements of the San Francisco Fair Chance Ordinance. All applicants applying for U.S. job openings must be authorized to work in the United States. Benefits are available to temporary professionals. Visit <https://roberthalf.gobenefits.net/> for more information.

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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.**