

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: \$19.00 to \$22.00 hourly
Employment status: Contract / Temporary

Description

This Customer Service Representative position in the Marketing/PR field via Robert Half is perfect for someone who likes the idea of working in a dynamic, rapidly changing call center. Articulate, highly-skilled Customer Service Representatives will be interested in this position if they love building solid customer relationships. If you're looking for work in Boston, Massachusetts and can work a short-term contract / temporary position, this could be the Customer Service Representative opportunity for you!

What you get to do every single day

- Through your success in the role, you will support business development and client referral goals by actively cross-selling and referring customers
- Handle incoming telephone calls
- Give exceptional customer service in a timely fashion
- Manage the fielding and sending of important written business correspondence

Requirements

- Ability to exude confidence, knowledge, and empathy when interacting with internal and external partners and clients/customers
- Critical thinking, problem solving, ability to work independently
- Switchboard phone (1-10 lines) experience desired
- Proficient with diversified computer software and systems
- Solid understanding of Customer Relationship Management (CRM) systems, e.g. ACT!, Illustrator, Highrise, and Insightly
- Excellent customer service and office administrative skills
- Proficiency with Microsoft Office applications
- Enthusiastic attitude and an engaging businesslike approach
- Strong communication skills, both verbally and in writing
- Comfort in pursuing resolutions to complicated customer inquiries using complex research methods
- 2+ years' experience of proven performance in a goal-driven & customer-focused environment desired

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.