

Call Center Specialist

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

Description

Robert Half is currently partnering with a reputable company in Trumbull, CT, to fill the position of Temporary Call Center Representative. This exciting opportunity offers individuals the chance to gain valuable experience in customer service while working in a dynamic and supportive environment.

Job Responsibilities:

1. Handle Inbound Calls: Professionally and efficiently manage incoming calls from customers, addressing their inquiries, resolving issues, and providing assistance as required.
2. Outbound Communication: Conduct outbound calls to follow up on customer inquiries, gather additional information, or provide updates as necessary.
3. Customer Support: Assist customers with a wide range of inquiries including product information, order status, billing questions, and general assistance.
4. Data Management: Accurately enter and update customer information in the database during each interaction, ensuring all details are recorded correctly.
5. Issue Resolution: Identify and resolve customer concerns promptly, escalating complex issues to the appropriate department when needed.
6. Documentation: Maintain thorough and organized records of customer interactions, transactions, and any relevant comments or complaints.
7. Quality Assurance: Adhere to company standards for professionalism, accuracy, and customer satisfaction in all interactions.
8. Compliance: Follow established policies, procedures, and regulatory requirements to ensure consistency and adherence to best practices.

Requirements

1. Effective Communication: Strong verbal communication skills are essential for delivering excellent customer service over the phone.
2. Customer Service Experience: Prior experience in a customer service or call center role is highly desired.
3. Problem-Solving Abilities: Demonstrated ability to quickly assess customer needs and provide appropriate solutions or escalate issues as necessary.
4. Attention to Detail: Accurate data entry skills and attention to detail are critical for maintaining precise customer records and documentation.
5. Adaptability: Ability to thrive in a fast-paced environment and manage multiple priorities effectively.
6. Collaborative Spirit: A team-oriented mindset with a willingness to work collaboratively to achieve shared goals.
7. Flexibility: Availability to work flexible hours, including evenings and weekends, based on business needs.
8. Minimum Education: High School Diploma or Equivalent.

This is a temporary position with the potential for extension based on performance and business requirements. If you are enthusiastic about delivering exceptional customer service and are seeking a temporary opportunity to showcase your skills, we encourage you to apply online now!

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.