

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: \$15.00 to \$17.00 hourly
Employment status: Contract / Temporary

Description

Join our team as a Temporary Call Center Representative in Milford, CT, through Robert Half. We are looking for dedicated individuals to provide exceptional customer service on behalf of our esteemed client. This role offers an excellent opportunity to gain valuable experience in a fast-paced and supportive environment.

Job Responsibilities:

1. Inbound Call Management: Handle incoming calls from customers professionally and efficiently, addressing their inquiries, resolving issues, and providing support as needed.
2. Outbound Communication: Conduct outbound calls to follow up on customer inquiries, gather additional information, or provide updates as required.
3. Customer Assistance: Assist customers with various queries, including product information, order status, billing inquiries, and troubleshooting.
4. Data Entry: Accurately input and update customer information in the database during each interaction, ensuring data integrity and confidentiality.
5. Issue Resolution: Identify and resolve customer concerns promptly, escalating complex issues to the appropriate department when necessary.
6. Documentation: Maintain detailed records of customer interactions, transactions, and any pertinent 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 adherence and consistency in service delivery.

Requirements

1. Strong Communication Skills: Excellent verbal communication skills are essential for delivering exceptional customer service over the phone.
2. Customer Service Experience: Prior experience in a customer service or call center role is preferred.
3. Problem-Solving Abilities: Ability to quickly assess customer needs and provide appropriate solutions or escalate issues as required.
4. Attention to Detail: Accurate data entry skills and attention to detail are crucial for maintaining precise customer records and documentation.
5. Adaptability: Ability to thrive in a fast-paced environment and manage multiple priorities effectively.
6. Team Player: Collaborative attitude with a willingness to work cooperatively to achieve team 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 passionate about delivering outstanding customer service and are looking for a temporary opportunity to showcase your skills, we invite you to apply online 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.