

## 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:** \$17.00 to \$18.50 hourly  
**Employment status:** Contract / Temporary to Hire

### Description

Robert Half- Service Center Agent

One of our clients at Robert Half is currently looking for Service Center Agent. The person who will take this role of Service Center Agent will guide our stores to fix the problem or dispatch a work order to the right external Suppliers. The Service Center Agent will work closely with the local maintenance TSM's, technicians and vendors. The person who will take this position shall be open-minded, enthusiastic self-taught and ready to provide technical support to our stores and vendors to operate efficient on our maintenance tools in ServiceNow. This is an in-office/on-site role, contract position for 5 months, and the hours/schedule for this role is 7am-3:30pm, Monday-Friday. This role does require this person to work the third weekend of every month, Saturday and Sunday.

Your tasks/responsibilities:

- Create service work orders for our site's maintenance issues.
- Be able to handle a high-volume amount of inbound phone calls from store personnel on maintenance needs that need repaired.
- Enter into the database the service request that is needed with full and accurate detailed information.
- Troubleshooting and advice to the reported technical/functional issues
- Provide status updates to Store Personnel and Field Support as requested for all open incidents.
- Accurately update work orders, re-assign work orders as needed.
- Outbound phone calls to dispatch our technicians and vendors as well as acquiring updates and ETA's on work orders.
- Active communication to all parties involved (Store management, service companies, maintenance engineers, technicians, etc.) for effective problem resolution
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Requirements/skills:

- High School Degree or GED required
- Quick learner, ambitious and well organized/structured
- Enjoy working with complex business processes
- Familiarity with Help Desk functions, processes and procedures, and quality of service measurement, including problem tracking
- Excellent analytical and problem resolution skills, verbal and written communication skills, strong organizational and time management skills, customer service and interpersonal skills and customer focus.
- Experience from store operation, service management or technical support is an advantage
- Ability to understand customer demands and come up with solutions to their problems
- High service orientation and willing to help when needed at the 'front line'
- Good teamwork skills

### Requirements

Call Center, Call Center Customer Service, Work Orders, Maintenance Requests, Basic Troubleshooting

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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.**