

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: \$19.95 to \$23.10 hourly

Employment status: Contract / Temporary to Hire

Description

Are you looking for work via Robert Half? You might be interested in this Customer Service Representative position in a dynamic, rapidly-changing call center. You might be the articulate, highly-skilled Customer Service Representative we're looking for, if you love building solid customer relationships. If you're looking for a long-term contract / temporary to hire engagement, and can work in Irvine, California, this could be the Customer Service Representative position for you!

Your responsibilities in this role

- May support business development and client referral goals by actively cross-selling and referring customers
- Manage the fielding and sending of important written business correspondence
- Handle incoming telephone calls
- Offer friendly, accurate customer service in a timely fashion

Requirements

- Excellent written, verbal and social communication skills
- Demonstrated ability to interact effectively with internal and external partners and clients/customers
- 2+ years' experience of proven performance in a goal-driven & customer-focused environment desired
- Data entry experience
- Well-founded grasp of Dispatching
- Comprehensive knowledge of Microsoft Word
- Expertise in Microsoft Excel
- Proven knowledge of customer invoices
- Foundational knowledge in Call Center Customer Service
- Proficiency in Microsoft Outlook
- General familiarity with Job Scheduling
- Excellent problem-solving skills
- Comfort in pursuing resolutions to complicated customer inquiries using complex research methods
- Positive attitude and an engaging businesslike approach
- Excellent customer service and office administrative skills
- Proven computer skills
- Knowledge of Customer Relationship Management (CRM) systems, e.g. ACT!, Illustrator, Highrise, and Insightly

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!

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.