

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: \$14.63 to \$14.63 hourly
Employment status: Contract / Temporary

Description

This Customer Service Representative position via Robert Half might be for you, if you like the idea of working in a dynamic, rapidly-changing call center. If you are articulate and highly-skilled, you might be the Customer Service Representative we are looking for to build solid customer relationships. This Customer Service Representative position is based in the San Jose, California region and is a long-term contract / contract / contract / contract / contract / temporary employment opportunity.

Your responsibilities in this role

- Give exceptional customer service in a timely fashion
- Manage the fielding and sending of important written business correspondence
- Manage and place incoming telephone calls
- Be a part of business development by actively cross-selling and referring customers

Requirements

- Advanced Microsoft Office skills
- 2+ years' experience of proven performance in a goal-driven & customer-focused environment desired
- Active problem-solver who listens for customer cues and actively resolves problems with grace and integrity
- Ability to interact effectively with internal and external partners and clients/customers
- Excellent customer service and office administrative skills
- Strong communication and interpersonal skills (verbal, written, and listening)
- Comprehensive knowledge of navigating basic office equipment and protocols
- Supportive, positive attitude with a detail oriented demeanour applied to all tasks
- Knowledge of Customer Relationship Management (CRM) systems, e.g. ACT!, Illustrator, Highrise, and Insightly
- No stranger to performing extensive research to resolve complex customer inquiries
- Proven computer skills

If you are committed to delivering an exceptional customer experience to each and every customer you interact with and are a customer service 'champion', we want to hear from you. Submit your resume 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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Questions? Call your local office at 1.888.490.4154. Robert Half will consider qualified applicants with criminal histories in a manner consistent with the requirements of the San Francisco Fair Chance Ordinance. All applicants applying for U.S. job openings must be authorized to work in the United States. Benefits are available to temporary professionals. Visit <https://roberthalf.gobenefits.net/> for more information.

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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.