

Employee Success 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: \$26.87 to \$30.18 hourly
Employment status: Contract / Temporary

Description

You might be the Customer Service Representative Robert Half is looking for, if you love building solid customer relationships in the growing IT Software industry. Are you an articulate, highly-skilled candidate? You could find an excellent career opportunity in this Customer Service Representative position. This long-term contract / temporary Customer Service Representative position could be for you, if you're available to work in Fremont, California. If you're at your best when working in a dynamic, rapidly-changing call center, this could be the position for you.

Major responsibilities

- Be a part of business development by actively cross-selling and referring customers
- Field and send written business correspondence
- Provide accurate, friendly customer service in a timely fashion
- Receive and place telephone calls

Requirements

- navigating basic office equipment and protocols experience desired
- Comfort in pursuing resolutions to complicated customer inquiries using complex research methods
- Solid understanding of Customer Relationship Management (CRM) systems, e.g. ACT!, Illustrator, Highrise, and Insightly
- Comfort and confidence when interacting with internal and external partners and clients/customers
- 2+ years' experience with performing in a goal-driven & customer-focused environment preferred
- Strong computer skills including customer database systems
- Microsoft Office experience preferred
- Active problem-solver who listens for customer cues and actively resolves problems with grace and integrity
- Positive attitude and an engaging businesslike approach
- Excellent verbal, written, and social skills
- Strong customer service and office administrative skills

We are looking for a service 'champion' who knows how to go the extra mile for individual customers and strives to deliver personalized, quality service in every interaction. If this aligns with your experience or career goals, don't hesitate to contact us 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.

Robert Half puts you in the best position to succeed by advocating on your behalf and promoting you to employers. We provide access to top jobs, competitive compensation and benefits, and free online training. Stay on top of every opportunity – even on the go. [Download the Robert Half app](#) and get 1-tap apply, instant notifications for AI-matched jobs, and more.

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.