

Job Train - Menlo Park (5924)
To: Employment Counselor
Date: 05/13/2024



95050
Santa Clara, CA, 95050

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: \$21.85 to \$25.30 hourly
Employment status: Contract / Temporary

Description

Do you love building solid customer relationships? You might be the Customer Service Representative Robert Half is looking for. We could have an excellent career opportunity for you, if you are an articulate and highly-skilled Customer Service Representative. This could be the Santa Clara, California Customer Service Representative position you're looking for, if you're available for a long-term contract / contract / temporary engagement. This position is for candidates who work well in a dynamic, rapidly-changing call center.

Your responsibilities in this role

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

Requirements

- 2+ years' experience of proven performance in a goal-driven & customer-focused environment desired
- Proven experience going the extra mile to solve complex customer inquiries via extensive research
- A consistently positive approach to your work that is rooted in a businesslike professionalism
- Ability to navigate multiple computer systems, applications, and utilize search tools to find information
- Excellent communication and organizational skills
- Strong proficiency with Microsoft Office applications, specifically Word, Outlook and internet applications
- Knowledge of Customer Relationship Management (CRM) systems, e.g. ACT!, Illustrator, Highrise, and Insightly
- Comprehensive knowledge of Job Scheduling
- Command of Dispatching
- Strong familiarity with Accounting Entries
- Ability to interact effectively with internal and external partners and clients/customers
- Strong customer service and office administrative skills
- Creative problem solver who anticipates risks and opportunities and maintains a vision for continuous improvement

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.

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.