

Traffic Director

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: \$19.00 to \$22.00 hourly
Employment status: Contract / Temporary to Hire

Description

Customer Service Representatives will be preferred for this position via Robert Half if they love building solid customer relationships. Are you looking for an excellent career opportunity? This Customer Service Representative position could be for you, if you are articulate and highly-skilled. This short-term contract / temporary to hire Customer Service Representative position could be for you, if you're available to work in Fremont, California. If you thrive in a dynamic, rapidly-changing call center, this job could be for you.

Your responsibilities

- Deliver outstanding, friendly customer service in a timely fashion
- Be a part of business development by actively cross-selling and referring customers
- Field and send written business correspondence
- Manage incoming telephone calls

Requirements

- Less than one year of experience
- Solid understanding of Customer Relationship Management (CRM) systems, e.g. ACT!, Illustrator, Highrise, and Insightly
- Solid understanding of Assist Customers
- Brand Ambassador experience required
- Strong proficiency in Excel and other Microsoft Program skills
- Customer service and office administrative skills
- Proven ability to navigate multiple computer systems, applications, and utilize search tools to find information
- Supportive, positive attitude with a professional demeanour applied to all tasks
- Demonstrated experience performing extensive research to resolve complex customer inquiries
- Ability to interact effectively with internal and external partners and clients/customers
- Strong communication skills and able to receive criticism well
- Active problem-solver who listens for customer cues and actively resolves problems with grace and integrity

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

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This Job Posting will expire in 10 days.