



Job Description: Customer Service Professional II-III

About Altivus CRM Solutions

Founded in 2000, we seek to provide the highest quality multi-modal contact center operations and Customer Relationship Management consulting services. Our holistic approach combines best in class people, process, and technology to help our clients realize their customer experience goals.

Description

We select individuals that are innovative, technology savvy, flexible, passionate and can make the customer experience the number one priority in every instance. We hope you will:

- Create happy customers that become lifelong customers.
- Become a lifelong learner.
- Have fun.
- Support the team and create an inclusive environment.

Requirements

4+ years in a customer service environment.

Level II-III customer service.

Subject matter expert.

Lead role.

Interacted with customers, vendors, and other departments.

Responded to customer inquiries via telephone, chat, email, or other electronic mediums.

Succeeded in a constantly changing environment.

Can listen to critical information, ask clarifying questions, and troubleshoot a problem.

Can use a PC, most on-line search engines, Microsoft Office applications, and other general customer management applications.

Ability to control a conversation.

Excellent grammar.

Punctual.

Desire to help co-workers succeed.

Can multi-task.

Bilingual (English Spanish) verbal and written skills preferred. Required in some cases.

Shift(s)

20-40 hours per week.

Days of the week vary.

Will work with successful candidates to find most beneficial shift available.

Compensation

\$16.00 - \$19.00 per hour, based on experience. Paid Training. Broadband Internet Stipend.

Benefits

Medical, dental, vision, retirement.

PTO.

Send resume to RESUMES@ALTIVUS.COM

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