



Job Description

Customer Service Professional I, II, and 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, processes, 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 I - III customer service.
- Subject matter expertise.
- Interacted with customers, vendors, and other departments.
- Responded to customer inquiries via telephone, chat, email, or other electronic modalities.
- 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.
- Have operated CRM (Customer Relationship 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.

Shift Work

- 20-40 hours per week.
- Days of the week vary, typically Monday – Friday.
- Will work with successful candidates to find most beneficial shift available.

Compensation

- \$17.00 - \$20.00 per hour.
- Paid Training.

Benefits

- Medical, dental, and vision.
- IRA (Individual Retirement Account).
- PTO (Paid time off).
- Broadband Internet Stipend (for work at home employees).
- Adoption stipend.

Send resume and/or letter of interest to **RESUME@ALTIVUS.COM**
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