

Premiere Response, A Division of American Customer Care is currently hiring professionals to work with our **Consumer Products Client**. We offer a Competitive Salary, Medical, Vision & Dental Benefits, and a 401K Plan. Premiere Response/American Customer Care is proud to be an equal opportunity employer and a drug-free work place.

Customer Service Representative English and Bilingual Speaking Opportunities

ESSENTIAL JOB FUNCTIONS

- Answer incoming customer service calls routed through an Automated Caller Distribution (ACD) System
- Log Customer information using Customer Relations Management (CRM) Software while maintaining dialogue
- Confirm customer information (name, account number, contact information, etc.) previously logged into CRM Software and make any necessary revisions
- Ask probing questions to understand the customer's reason for calling and use problem solving skills to meet their individual needs
- Use product database and website to suggest merchandise appropriate for individual customers' needs
- Edit notes taken during phone call and customize standard letter used to accompany samples/coupons sent to consumers
- Respond to letters and emails from customers promptly, paying close attention to detail as well as adhering to program specific policies

KNOWLEDGE, SKILLS, & ABILITIES REQUIRED

- Ability to communicate verbally and in written English (*Spanish and/or French needed also*)
- Skill in verbal communication including active listening and reflection as well as speaking articulately and concisely with the goal of gathering information, problem solving or diffusing difficult callers
- Ability to navigate between several computer screens (CRM Software, ACD System, Email and Web Browser) while actively listening and entering customer information
- Skill in using Microsoft Office and Outlook to send clear and concise business letters and emails
- Skill in responding positively to customer concerns and complaints and documenting adverse events
- Knowledge of active listening skills including reflection techniques and appropriate use of open and closed ended questions
- Ability to search databases to locate specific information
- Ability to promote products and services using knowledge of marketing strategies and sales techniques
- Ability to understand customer needs and advise consumers on proper product usage

OTHER JOB RESPONSIBILITIES

- Responsible for increasing customer retention through programs, products, and services provided to the customer
- Continually maintain working knowledge of all company products, services, and promotions
- Ability to remain positive when facing a large volume of customer service calls
- May be required to work in one or multiple queues/skill sets over various customer contact channels (email, telephone, social media, etc.)
- Represent our client in a professional and positive manner
- Handle numerous customer inquiries promptly, accurately and efficiently
- Enjoy working with customers and building professional relationships with coworkers and customers
- Bilingual skills (*French or Spanish*) not required but a plus

REQUIREMENTS INCLUDE

- Minimum Associates degree, Bachelors preferred
- Experience operating PCs to Type, Navigate the Internet, Search Databases, etc.
- Experience in an environment in which customer interaction is required
- Excellent oral and written communication skills in English (*Spanish and/or French needed also*)
- Consultative customer service skills: ability to analyze a customer's situation and present a solution