



We are a professional contact center located in New Providence, New Jersey specializing in customized solutions for small programs. Our clients represent the consumer products, food, and consumer electronics industries.

We are currently hiring professionals for our call center to work with our food and beverage clients. We offer a competitive salary, Medical and Dental benefits, and a 401K Plan. Premiere Response is proud to be an Equal Opportunity Employer and a Drug Free Work Place.

### **JOB DESCRIPTION**

- Handle numerous customer inquiries in a prompt and professional manner
- Multi-task a variety of responsibilities
- Ability to understand customer needs and offer appropriate solutions
- Represent our client in a professional and positive manner in all situations
- Ability to remain positive in a fast-paced environment
- Enjoy taking on new challenges
- Answer customer/client requests or inquiries concerning services, products, equipment, claims, and reports problem areas
- May be required to work in one or multiple queues/skill sets over various customer contact channels
- Responsible for improving customer retention through programs and service provided to the customer
- Utilizes systems to initiate and complete service orders and handle customer requests
- Continually maintain working knowledge of all company products, services and promotions
- Make recommendations according to customer's needs on products.

### **OTHER REQUIREMENTS INCLUDE**

- Basic PC knowledge, including Windows, email and other computer applications
- Experience in an environment in which customer interaction was required
- Professional demeanor and clear speaking voice
- Ability to multi-task
- College education and experience in the food/beverage area preferred

### **TRAINING**

- Product training
- On-the-job training
- System training
- On-line training

### **FOR CONSIDERATION**

Please forward resumes to: [kalessi@premiereresponse.com](mailto:kalessi@premiereresponse.com) or via fax at (908) 219-5550