



JOB TITLE: WORK FROM HOME CUSTOMER SERVICE REPRESENTATIVE

We are Global Credit and Collections Corp/ Affinity Global – A talent management and employee base with a vision and commitment to our employees success. We are a fast paced organization and successful candidates must be able to function in a dynamic environment. We are looking for experienced agents and we are currently seeking highly motivated and assertive individuals.

POSITION SUMMARY

Successful candidates will serve as the front-line point of contact between production operation and the general public. Agents will also be required to maintain strict compliance with all company policies and appropriate regulatory bodies.

GENERAL REQUIREMENTS AND RESPONSIBILITIES:

- Take incoming calls and listen to concerns, complaints, and questions carefully.
- Maintain a professional demeanor at all times and take notes on customer remarks and issues.
- Using automated and manual-dial systems to generate contact with target consumers
- Works within pooled and individual work queue environments as dictated by operations management.
- Attend mandatory training sessions in order to update skill set and knowledge of corporate procedures.

QUALIFICATIONS/EXPERIENCE/KNOWLEDGE:

- 1-2 years call center experience (preferred, but not required)
- Ability to work independently in a fast-paced, energetic team environment.
- Ability to grasp concepts, needs, ideas and solutions and adapt to varying situations by providing ideas, recommendations, and solutions while engaged in dialogue with consumers.

- Demonstrated platform skills including, but not limited to, proficiency in:-verbal communication skills-typing skills-interpersonal skills.
- Must be able to work independently or as part of a team.
- Highly motivated and interested in learning and working for a growing organization.

Education:

- Minimum High school Diploma or Equivalent

Salary:

- \$12 USD per hour

Job Requirement:

- High-speed internet, PC, USB headset
- 60 days' work commitment (the program could be extended)

Job Types:

- Full-time, Temporary (Contract)

Remote:

- Yes

Please send you resumes to: paolo.guembes@innovativevision.ca

NB: Only shortlisted applicants will be contacted