Remote Customer Service Agent Job Description

JOB FUNCTION:
Professionally and courteously handle inbound customer service and outbound calls in compliance with client policies and directives.

DUTIES AND RESPONSIBILITIES:
• Professionally process outbound sales and/or customer service calls
• Respond to customer questions
• Resolve customer issues
• Pray with those in need
• Offer up-sells and cross-sells to callers
• Record and verify accurate information on all calls
• Adhere to work schedule provided
• Positively and respectfully communicate with customers
• Maintain high level of punctuality
• Maintain consistent, reliable attendance standards
• Maintain company and client confidentiality
• Meet established sales/fundraising goals on outbound projects
• Multi-task by adjusting from one type of call to another without loss of efficiency, composure, or knowledge

QUALIFICATIONS:
• Customer service experience preferably in a telemarketing/customer service environment
• Flexible work schedule; must be able to work on Sunday
• Clear, professional, and positive verbal communication
• Possess the ability to work independently
• Possess basic computer skills
• Must successfully complete company training
• Meet background and credit check requirements if applicable
• Must be willing to learn and improve in all skill areas
• Must have reliable transportation

SALES AND SERVICE SKILLS:
• Strong interpersonal skills
• Ability to effectively manage time
• Independent and self motivated
• Excellent verbal and written communication skills
• Excellent customer service skills and sales skills
• Good analytical skills

TECHNICAL AND OFFICE REQUIREMENTS:
• Must have a headset
• Must have a basic, dedicated analog phone line
• Must have DSL or cable high speed internet; dial up/satellite internet is not acceptable
• Must have a minimum of 1.0 MB of bandwidth
• Must have an updated PC with Windows 2000 or better
• Must have a quiet work space
• Must provide documentation of the high speed internet and analog phone line connectivity
• Must maintain financial obligations necessary to work – internet and phone bills paid