



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