**CALL CENTER JOB DESCRIPTION**

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| **EMPLOYER INFORMATION** |

**Name**: Universal Healthcare, Inc.

**Address**: 1234 Main St., Jeffreyville, NE 09876

**Phone**: 555-265-9463

**E-Mail**: customerservice@universalhealthcare.com

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| **EMPLOYMENT ELIGIBILITY** |

**Job Title**: Call Center Representative

**Reports to**: Call Center Manager

**Job Location**: 1234 Main St., Jeffreyville, NE 09876

**Start Date**: August 1, 2021

**Job Type**:  Full-time  Part-time  Independent Contractor  Intern

**# of Hours**: 35 Hours per week

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| **JOB DESCRIPTION** |

We are looking for representatives to join our call center team. Call center representatives communicate with our customers daily to assist them with questions, concerns, and problems with their policies and providers. This is a full-time position in a large-scale call center. Representatives report to the call center manager.

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| **RESPONSIBILITIES AND DUTIES** |

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| * Answer incoming customer calls; | * Answer customer questions; |
| * Call past customers for new offers; | * Collect survey data; |
| * De-escalate unhappy customers; | * Maintain call records; |
| * Process customer paperwork; | * Re-route calls. |

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| **QUALIFICATIONS / REQUIREMENTS** |

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| * Active listening and people skills; | * High school diploma or equivalent; |
| * Maintain composure under stress; | * Problem-solving skills; |
| * Familiar with multi-line phones; | * General computer literacy. |