

CALL CENTER JOB DESCRIPTION

EMPLOYER INFORMATION

Name: Universal Healthcare, Inc.

Address: 1234 Main St., Jeffreyville, NE 09876

Phone: 555-265-9463

E-Mail: customerservice@universalhealthcare.com

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

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.

RESPONSIBILITIES AND DUTIES

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

QUALIFICATIONS / REQUIREMENTS

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

