

## Agente de Ventas

Apply Now

Company: MCI Careers

Location: San Sebastián

Category: other-general

LOCATION: Hermosillo, SO JOB TYPE: Full-Time PAY TYPES: Salary APPLICATION

DETAILS: No Resume Required, Entry-Level POSITION OVERVIEW:

### **AGENTE DE VENTAS**

The sales job of the year is now hiring! We are looking for sales agents to support a national cable service provider. If you believe you have a positive and persuasive personality, and that you have the drive to succeed, this is the career for you. With our industry-leading training program, you are sure to succeed and grow. All applicants must be fluent in English and reside within driving distance of our office, located in Hermosillo, SO.

This position offers a competitive base wage and lucrative sales commissions and contest incentives. Start your career here!

*To be considered for this position, you must complete a full application on our company careers page, including screening questions and a brief pre-employment test.*

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POSITION RESPONSIBILITIES:

### ***WHAT DOES SOMEONE IN THIS ROLE ACTUALLY DO?***

This role requires you to interact with hundreds of customers each week across the country to resolve support issues, sell new products and services, and ensure a best-in-class customer

experience. In addition to being the best in the business when it comes to customer satisfaction, you will need to be a confident, fully engaged team player who is dedicated to bringing a positive and enthusiastic outlook to work each day.

### **Essential Duties**

Handle inbound and outbound contacts in a courteous, timely, and professional manner

Utilize knowledge base and training to accurately answer customer questions and sell appropriate products and services

Listen to customers, understand their needs, and resolve customer issues

Research systems to find missing information; coordinate with other departments to resolve issues as applicable

Utilize systems and technology to complete account management tasks

Accurately document and process customer orders in appropriate systems

Follow all required scripts, policies, and procedures

Comply with requirements surrounding confidential information and personal information

Escalate customer issues to the appropriate staff and managerial for resolution as needed

Attend meetings and training and review all new training material to stay up-to-date on changes to program knowledge, systems, and processes

Adhere to all attendance and work schedule requirements

### **CANDIDATE QUALIFICATIONS:**

#### ***WONDER IF YOU ARE A GOOD FIT?***

We provide all new employees with world-class training, so all positive, driven, and confident applicants are encouraged to apply. This position relies on building relationships and turning the knowledge you gain in training into customer wins. Ideal candidates for this position are highly motivated, energetic, and dedicated.

## **Qualifications**

Must be 18 years of age or older

High school diploma or equivalent

Excellent organizational, written, and oral communication skills

The ability to type swiftly and accurately (20+ words a minute)

Basic knowledge of Microsoft Office Suite (Excel, PowerPoint, Word, Outlook)

Basic understanding of Windows operating system

Highly reliable with the ability to maintain regular attendance and punctuality

The ability to evaluate, troubleshoot, and follow-up on customer issues

An aptitude for conflict resolution, problem-solving, and negotiation

Must be customer service oriented (empathetic, responsive, patient, and conscientious)

Ability to multi-task, stay focused, and self-manage

Strong team orientation and customer focus

The ability to thrive in a fast-paced environment where change and ambiguity prevalent

Excellent interpersonal skills and the ability to build relationships with your team and customers

## **Preferred (Not Required)**

One (1) year of experience in customer service, technical support, inside sales, back-office, chat, or administrative support in a contact center environment

State or Federal work experience

**CONDITIONS OF EMPLOYMENT:**

Must be authorized to work in their country of residence (The United States or Canada)

Must be willing to submit to a LEVEL II background and/or security investigation with a fingerprint. Job offers are contingent on background/security investigation results

Must be willing to submit to drug screening.

#### PHYSICAL REQUIREMENTS:

This job operates in a professional office environment. While performing the duties of this job, the employee will be largely sedentary and will be required to sit/stand for long periods while using a computer and telephone headset. The employee will be regularly required to operate a computer and other office equipment, including a phone, copier, and printer. The employee may occasionally be required to move about the office to accomplish tasks; reach in any direction; raise or lower objects, move objects from place to place, hold onto objects, and move or exert force up to forty (40) pounds.

#### REASONABLE ACCOMMODATION:

It is the policy of MCI and affiliates to provide reasonable accommodation when requested by a qualified applicant or employee with a disability unless such accommodation would cause undue hardship. The policy regarding requests for reasonable accommodation applies to all aspects of employment. If reasonable accommodation is needed, please contact Human Resources.

#### DIVERSITY AND EQUALITY:

At MCI and its subsidiaries, we embrace differences and believe diversity is a benefit to our employees, our company, our customers, and our community. All aspects of employment at MCI are based solely on a person's merit and qualifications. MCI maintains a work environment free from discrimination, one where employees are treated with dignity and respect. All employees share in the responsibility for fulfilling MCI's commitment to a diverse and equal opportunity work environment.

*MCI does not discriminate against any employee or applicant on the basis of age, ancestry, color, family or medical care leave, gender identity or expression, genetic information, marital status, medical condition, national origin, physical or mental disability, political affiliation, protected veteran status, race, religion, sex (including pregnancy), sexual orientation, or any other characteristic protected by applicable laws, regulations, and ordinances. MCI will*

*consider for employment qualified applicants with criminal histories in a manner consistent with local and federal requirements.*

*MCI will not tolerate discrimination or harassment based on any of these characteristics. We adhere to these principles in all aspects of employment, including recruitment, hiring, training, compensation, promotion, benefits, social and recreational programs, and discipline. In addition, it is the policy of MCI to provide reasonable accommodation to qualified employees who have protected disabilities to the extent required by applicable laws, regulations, and ordinances where an employee works.*

#### ABOUT MCI (PARENT COMPANY):

MCI helps customers take on their CX and DX challenges differently, creating industry-leading solutions that deliver exceptional experiences and drive optimal performance. MCI assists companies with business process outsourcing, staff augmentation, contact center customer services, and IT Services needs by providing general and specialized hosting, software, staff, and services.

In 2019 Marlowe Companies Inc. (MCI) was named by Inc. Magazine as Iowa's Fastest Growing Company in the State of Iowa and was named the 452nd Fastest Growing Privately Company in the USA, making the coveted top 500 for the first time. MCI's subsidiaries had previously made Inc. Magazine's List of Fastest-Growing Companies 15 times respectively. MCI has fifteen business process outsourcing service delivery facilities in Iowa, Georgia, Florida, Texas, Massachusetts, New Hampshire, South Dakota, New Mexico, California, Kansas, and Nova Scotia.

Driving modernization through digitalization, MCI ensures clients do more for less. MCI is the holding company for a diverse lineup of tech-enabled business services operating companies. MCI organically grows, acquires, and operates companies that have a synergistic products and services portfolios, including but not limited to Automated Contact Center Solutions (ACCS), customer contact management, IT Services (IT Schedule 70), and Temporary and Administrative Professional Staffing (TAPS Schedule 736), Business Process Management (BPM), Business Process Outsourcing (BPO), Claims Processing, Collections, Customer Experience Provider (CXP), Customer Service, Digital Experience Provider (DXP), Account Receivables Management (ARM), Application Software Development, Managed Services, and

Technology Services, to mid-market, Federal & enterprise partners. MCI now employs 10,000+ talented individuals with 150+ diverse North American client partners across the following MCI brands: GravisApps, Mass Markets, MCI Federal Services (MFS), The Sydney Call Center, OnBrand24, and Valor Intelligent Processing (VIP).

**DISCLAIMER:**

The purpose of the above job description is to provide potential candidates with a general overview of the role. It's not an all-inclusive list of the duties, responsibilities, skills, and qualifications required for the job. You may be asked by your supervisors or managers to perform other duties. You will be evaluated in part based upon your performance of the tasks listed in this job description.

The employer has the right to revise this job description at any time. This job description is not a contract for employment, and either you or the employer may terminate employment at any time, for any reason.

**REGARDING COVID-19:**

As an employer supporting critical Federal, State, Provincial, and Commercial clients, we have taken steps to ensure that we remain operational while taking every precaution possible to prevent the spread of COVID-19 and keep our employees safe.

Measures include social distancing for those working on-site, frequent deep cleaning and disinfecting of workstations and common areas, daily contactless temperature checks for those essential employees working on-site, travel policies limiting travel and mandatory quarantine, reporting and quarantine processes and policies for those exposed, and requesting masks to be worn when on-site employees are not at their workstation.

For more information on MCI's response to COVID-19 please visit

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