

United States Jobs Expertini®

Customer Service (Remote work)

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Company: PATH ARC

Location: United States

Category: other-general

The customer service representative will be responsible for answering client inquiries, provide product information, and help the customer by being informative, empathetic, and eager to quickly solve a customer's problem. Must be willing to listen, learn, and resolve any customer inquiry.

Customer Service Job Duties And Responsibilities

- Excellent customer care and focus;
- ability to assess customers' needs and provide the correct answer, path, troubleshooting, or method for a positive customer experience
- Answer and manage incoming calls, emails, chats, and/or interactive voice response systems
- Ability to learn and follow all customer service procedures and policies
- Strive to meet and go above personal and team target goals
- Record, organize and file customer interactions and account changes
- Able to up-sell if needed
- Able to schedule call back and appoints to resolve customer needs

Requirements

- Previous experience in customer support, client services, sales, or a related field
- Excellent at communicating over the phone and other communication platforms
- Basic computer skills and experience
- Able to multitask
- Excellent time management and prioritization skills
- Ability to listen actively, relay information, and answer questions and/or concerns
- Customer-focused for positive customer experience and resolution

Health Insurance (dental and vision included)

- Excellent retirement plan
- Tremendous upward mobility into other positions and management
- Flexible hours
- Remote Position(s) available (work from home)

Benefits

- Health Insurance (dental and vision included)
- Excellent retirement plan
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