

United States Jobs Expertini®

Customer Service Representative

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Company: VINCI

Location: Corona

Category: construction-and-extraction

ABOUT US

ViaPlus is a global mobility company in the Intelligent Transportation Systems (ITS) market, specializing in revenue and services management solutions for the transportation industry. Our full-featured, single-account back-office technology facilitates the high-volume transactions, customer operations, and data analytics required for seamless multimodal mobility. As a VINCI Highways subsidiary, we are committed to technical innovation and to promoting a positive mobility experience for all. **VINCI Highways**, a VINCI Concessions subsidiary, is a leader in road concessions, operation and mobility services. We design, finance, build and operate motorways, bridges, tunnels, urban roads and mobility services on a network of 4,100 km in 15 countries. VINCI Highways leverages its expertise to deliver the highest performance and safety standards and treat drivers to a positive experience. **VINCI Concessions** is an international player in transport infrastructure. We leverage our integrated model to design, finance, build, operate and maintain some 80 airports, motorways and rail projects in 23 countries, through our subsidiaries VINCI Airports, VINCI Highways and VINCI Railways. We are committed to shared growth with regions and are actively making mobility ever more sustainable, efficient and innovative.

LOCATION: Corona, CA or Anaheim, CA

SCHEDULE We offer both Full-Time & Part-Time schedules. Must be able to work the following hours:

Monday - Friday 8:00am - 6:00pm

MAJOR DUTIES AND RESPONSIBILITIES

Include the following. Other duties may be assigned. The order of the duties listed does not represent the importance and/or percent of time dedicated to each duty.

- Promote positive customer relations with customers and coworkers.
- Answer 100+ routine and non routine customer calls daily.
- Acquire a working knowledge of our database.
- Communicate with a variety of people across various levels both within the organization.
- Make suggestions on improving/streamlining workflow processes and enhancing profitability.
- Develop a strong team work ethic.
- Consistently meet established productivity, schedule adherence and quality standards.
- Quickly and accurately identify/assess individual needs and take action to satisfy those needs.
- Provide information about products and services.
- Maintains customer records by updating account information.
- Follow communication procedures, guidelines and policies.
- Resolves service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Provide face-to-face customer service with walk-in customers.
- Must follow all company rules and procedures.
- Ability to deal with customers in a courteous, polite and professional manner at all times.
- Other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Excellent phone etiquette
- Excellent verbal communication skills
- Excellent attendance and punctuality
- Enjoy providing prompt and timely service to our clients
- Be detail orientated, and efficient and possess superior written and verbal communication
- Must possess strong interpersonal skills

- Have compassion and empathy for customer situations
- Have excellent customer service skills, and the ability to build and maintain customer relationships
- Be energetic, self motivated and quick thinking
- Have the ability to work in a team environment or independently while being flexible and open to learning new experiences in a fast paced changing environment
- Ability to read and comprehend normal instructions, correspondence and memos
- Must be able to organize and write correspondence and memos in a logical/methodical manner
- Ability to present information in one on one situations to customers/clients of the organization
- Ability to apply common sense understanding to carry out detailed written or oral instructions
- Ability to deal with problems involving a few concrete variables in standardized situations
- Excellent computer skills required, including knowledge of various Microsoft Office programs

EDUCATION AND/OR EXPERIENCE

- High school diploma or general education degree (GED)
- Customer Service Experience a plus
- Bilingual Spanish a plus

SUPERVISORY RESPONSIBILITIES

There are no supervisory responsibilities in this position.

WORK ENVIRONMENT

The work environment characteristics described here represent those an employee encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. While performing the duties of this job, the employee is regularly required to use hands and reach with hands and arms, hear, and talk. The employee will be working and navigating on a computer. The employee occasionally is required to stand, sit, stoop, kneel, crouch, and walk. The employee may occasionally be required to lift and/or move up to 20 pounds. The work environment is usually moderate to loud.

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