

United States Jobs Expertini®

Customer Service Representative (On-Site)

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Company: VINCI

Location: Austin

Category: construction-and-extraction

*** This is an on-site position. ***

ABOUT U

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.

MAJOR DUTIES AND RESPONSIBILITIES

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

Promote positive customer relations with customers and coworkers.

Answer routine and non routine customer calls daily

Provide customer service to walk-in customers including accepting payments.

Acquire a working knowledge of our database.

Communicate effectively with a variety of people across various levels both within and outside the organization.

Consistently meet established productivity, schedule adherence and quality standards.

Quickly and accurately identify and assess individual needs, as well as take the appropriate actions to satisfy those needs.

Provide information about products and services.

Maintain customer records by updating account information.

Follow communication procedures, guidelines, and policies.

Resolve product or 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.

Must follow all company rules and procedures.

Ability to deal with customers in a courteous, polite, and professional manner at all times.

Respond to all web and email customer correspondence.

Process incoming customer (CSC) transactions

Respond to customer voicemails

Provide support for customer service center as needed

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 essential functions.

Excellent phone etiquette

Excellent written and verbal communication skills

Excellent attendance and punctuality

Enjoy providing prompt and timely service to our clients

Be extremely detail orientated, and efficient and possess superior written and verbal communication skills

Must possess strong interpersonal skills

Have compassion and empathy for customer situations and excellent listening skills.

Have excellent customer service skills with the ability to build and maintain customer relationships

Be energetic, self motivated, and quick thinking

Can 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 effectively present information to customers, clients, and other employees 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

Ability to handle difficult customers or situations

Ability to work varied shifts.

EDUCATION AND/OR EXPERIENCE

High school diploma or general education degree (GED)

A minimum of one-year Customer Service Experience required

A minimum of six months of Call Center experience preferred

Bilingual Spanish is a plus

SUPERVISORY RESPONSIBILITIES

There are no supervisory responsibilities in this position.

WORK ENVIRONMENT

The work environment characteristics described here are representative of 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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