

Hurricane Relief Call Center Representative

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Company: MCI, LC

Location: United States

Category: business-and-financial-operations

POSITION OVERVIEW

IMMEDIATE OPENINGS - HURRICANE RELIEF AGENTS

MCI is seeking agents to work as needed in response to disaster relief efforts. This is a temporary, remote position contingent on hurricane disaster relief needs.

Candidates accepted for this role will be e-mailed and texted on an as-needed basis. Hours of operation are from 8:00 AM - 8:00 PM ET, with shifts from 8:00 AM - 2:00 PM and 2:00 PM - 8:00 PM.

POSITION RESPONSIBILITIES

WHAT DOES A HURRICANE RELIEF AGENT DO?

We improve the customer's experience, providing exceptional solutions to simple requests. You will apply the latest customer service techniques and learn our account management systems while helping improve the customer experience during a difficult time.

Our Hurricane Relief Agents are responsible for the following tasks:

Assist customers with service inquiries

Learn the common requests and solutions

Improve the customer's experience

Utilize our service techniques and systems

Escalate customer dissatisfaction to proper channels

In addition to becoming the best in the business, you must be confident, fully engaged, a team player, and dedicated. You are also responsible for bringing a positive and enthusiastic outlook to work each day!

CANDIDATE QUALIFICATIONS

WONDER IF YOU ARE A GOOD FIT?

MCI provides all new employees with world-class training, encouraging all positive, driven, and confident applicants to apply. 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 systems

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

CONDITIONS OF EMPLOYMENT

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

Must be willing to submit up 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. Job offers are contingent on drug screening results.

COMPENSATION DETAILS

WANT AN EMPLOYER THAT VALUES YOUR CONTRIBUTION?

We believe that hard work should pay off, so we make sure that our compensation and total rewards are competitive. Standard starting compensation is commensurate with experience.

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

Consistent with the Americans with Disabilities Act (ADA) 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 Kate Murph, Vice President of Human Resources,

) 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, , 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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