

CONTACT CENTER PROFESSIONAL

Job Description

Join a team of professional Contact Center agents providing inbound and outbound payment and customer service support to the nation's leading cable providers, utility companies and toll way operators. New agents are responsible for calls that can range from answering account questions, to taking payments and restoring disconnected service. While this high-volume call center can be a fast-paced and demanding work environment, it can also be fun and rewarding with opportunities for professional development and advancement.

Duties/Responsibilities:

- Take incoming customer service calls
- Make outbound calls to assist customers with payments and service restoral
- Resolve customer problems and escalating issues when necessary
- Work as part of a team
- Utilize "top down" negotiation techniques to secure payments on delinquent accounts
- Exercise good judgment, in accordance to company and client policy and procedures
- Set payment arrangements in accordance to client policy
- Accurately update and document customer accounts
- Multi-task while maintaining integrity and quality of service
- Provide a high level of customer satisfaction to both internal and external
- Continuously improve service delivery

Assets, skills and abilities:

- Ability to work in a customer support environment
- Negotiation skills
- Active listening
- Strong critical thinking and problem resolutions skills
- Excellent verbal and written communication skills
- Exceptional organizational and time management skills
- Ability to work closely with other team members and departments
- Proficient in basic Microsoft applications
- Ability to learn and adapt to new software technologies
- Must be able to pass a background check and drug screening.

Education:

- High school diploma or general education degree (GED)



Experience:

- Three to six months related experience and/or training; or equivalent combination of education and experience
- Six months to one year of Customer service/call center experience is required.
- Typing skills of 25 WPM
- Collections experience a plus

ETAN Industries is a premiere customer service and business process outsourcing company. Our state-of-the-art facility and leading-edge technology, combined with our experienced, customer-oriented professionals, allows us to provide a comprehensive service offering that ensures our recovery rate is the highest in the industry. We are proud of our 40-year history of profitability and growth, and we are looking forward to expanding our current team to ensure we continue to provide advanced collections, customer service and operational solutions to the cable, telecom, utilities and tolling markets.

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