

CALL CENTER REPRESENTATIVE IN FARMINGTON, CT

ABOUT OUR COMPANY:

With over 20 years of experience in supporting corporate and federal recruitment, workplace mentoring, and technology accessibility initiatives, Bender Consulting Services, Inc. is the leading national expert in disability employment solutions for private and public sector employers. To learn more about how to start your career with Bender Consulting Services, Inc., please visit our website at www.benderconsult.com.

HOW TO APPLY:

To apply for consideration for the following career opportunity for people with disabilities, please visit www.benderconsult.com/careers/submit-resume and complete the electronic form.

POSITION DESCRIPTION:

- Receive, document, and process telephone calls from customers, mechanics, and ADA phones regarding elevators with REM and local offices using an ACD phone system and mainframe data terminal.
- Ensure the timely dispatching of service mechanics.
- Escalate requests to field management as required.
- Load duty rosters, handle ADA phone programming, and work with the ACE quality management system.
- Work on other tasks as necessary.

QUALIFICATIONS:

- Strong familiarity with computers and basic applications.
- Excellent customer services skills, including professional phone etiquette and the ability to handle difficult customers and trapped passengers.
- Excellent speaking, listening, and writing skills.
- Attention to detail and ability to follow standard processes and procedures.
- Ability to attain and maintain department performance metrics and standards as established by management, such as number of calls per hour, login/logout times, and quality monitoring.
- Must be able to adhere to assigned work schedules, including but not limited to assigned shifts, hours, and days off.