

Customer Service Representative III

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Company: Work that works for you.

Location: United Kingdom

Category: office-and-administrative-support

Job Title: Customer Service Specialist

Location: West Monroe, Louisiana, USA (On-Site)

Shift: Between 7 AM to 7 PM (Monday to Friday)

Customer Contact Representative (CCR) Job Description :

- * The job will require you to sit in a cubicle, wearing a headset.
- * You will handle inbound customer calls from Residential and Small Business Entergy customers from four states (AR, LA, TX, and MS).
- * You are expected to interact professionally with Entergy customers by listening and asking questions to determine their needs.
- * Calls will be related to outage/emergency situations, as well as billing and account setup.
- * You will be required to follow Entergy's guidelines and the Premier Call Flow for call handling.
- * Computer skills and typing are essential functions of the job.
- * Contact Center/Customer Service experience is required.
- * Performance is evaluated on Quality, Call Handling, First Contact Resolution, Behaviour, and Attendance.

Minimum knowledge, skills, and abilities required for the position:

- * Work within safety rules and encourage others to work safely, including travel and office duties.
- * Customer service experience working with both internal and external customers as necessary.

- * Good interpersonal skills along with strong written and oral communication skills.
- * Basic knowledge of personal computer operations and related software (Microsoft Office).
- * Ability to work well under pressure.
- * Ability to work additional required overtime.
- * Ability to learn and apply company policies and procedures.
- * Ability to solve problems.
- * Ability to perform independently of direct supervision.
- * Ability to read and interpret procedures and make decisions accordingly.
- * Self-motivated and dependable team player.
- * Ability to recognise hazards in the workplace and can mitigate the hazards.
- * Ability to maintain and care for company equipment properly and safeguard assets.
- * Ability to meet the public in a pleasant and tactful manner and understand the importance of delivering a high level of customer service.
- * Demonstrated acceptance of a diverse and inclusive work environment and customer base.
- * Ability to recognise opportunities for process improvement and can enact change.

Desired:

- * Knowledgeable in MS Office and computer skills.

Minimum Qualifications:

- * Bachelor's Degree in a technical or business-related field and a minimum of 0-2 year's experience within a customer service environment OR in lieu of a degree; a high school diploma and a minimum of 0-4 year's experience within a customer service environment.

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