

Employment Opportunity

Contact Center Agent

Job Description:

VIA, Visually Impaired Advancement, formerly known as Olmsted Center for Sight (OCS) is seeking a part time or full time Contact Center Agents for the Contact Center department. Under the direction of the Contact Center Services Supervisor, this position is primarily responsible for handling and documenting incoming and outgoing calls.

Essential Functions:

- Learn contract specific protocols to facilitate performance goals of client and department
- Complete and document outbound calls in accordance with contract requirements
- Answer and document incoming calls in accordance with contract requirements
- Establish rapport and quickly build relationships with contacts
- Maintain high quality customer service standards
- Attain and maintain key performance goals

Competencies:

- Proficient in the use of Microsoft Word and Excel, and Windows
- Ability to learn additional software platforms as required
- Able to type a minimum of 25wpm
- Demonstrate excellent internal and external customer service
- Effectively work with individuals of diverse backgrounds
- Adapt communication style depending on assigned duty
- Effectively communicate with colleagues, customers, and vendors
- Maintain confidentiality and professionalism in a fast-paced environment
- Succeed in completion of duties when unsupervised and work well as part of a team
- Apply agency standards in performance of position duties
- Demonstrate a detail orientation in completion of duties
- Maintain a calm, sensitive demeanor in an actively changing work environment

Qualifications:

- High school diploma or equivalent required
- Prior experience with customer service and/or contact center work preferred

TO APPLY please click on the link below:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=56200614-5fae-4608-85a8-396fe1d0f78f&ccId=19000101_000001&jobId=401066&source=CC2&lang=en_US

VIA is an Affirmative Action/Equal Opportunity Employer. Women, minorities, veterans, and individuals with disabilities are encouraged to apply. Any person with a disability needing special accommodations to the application process please call Human Resources.