



Open Position: Work At Home Agent

Submit Resume to: cciwah@ccicareers.com

Starting Pay Rate is up to: \$9.50

Job Description:

Are you looking for something different than the traditional work environment? Are you looking for a position that has room for growth and promotion within an award-winning Customer Service Team?

We are looking for people who want to help provide customer support for a major mobility telecommunications product company from a Work-At-Home environment. These Entry Level Customer Service Representatives who are highly motivated self-starters would be an integral part of the team by providing exceptional customer service while troubleshooting customers' programming and/or equipment issues, resolving issues in relation to claims and warranties, servicing products and accurately setting up service options for our customers.

As a CCI Work At Home (WAH) Customer Service Agent, you will be customer service-oriented, possess strong communication skills, you should be self-disciplined with the ability to work independently with minimal supervision and be an effective listener all while taking incoming customer calls in a Virtual Call Center environment from your home office! Strong comprehension, time management and problem solving skills are also a must!

Responsibilities:

- Provide customer support to clients via phone, email or web channels
- Learn and become knowledgeable of client's products or services
- Accurately log all interactions via established business process and tools
- Provide prompt, reliable and accurate information to customers while adjusting to the pace of the caller
- Demonstrate ability to identify solutions based on established processes and procedures
- Demonstrate effective soft skills, active listening, and ability to empathize with the customer's situation
- Act with sensitivity in all customer interactions
- Effectively manage length of calls / handle time
- Display effective time management skills
- Promote teamwork and contact center success
- Promote reliability and dependability



- Ability to download products / applications using various browsers (MS Internet Explorer, Mozilla Firefox, Google Chrome, Safari, etc.)
- Must have the ability to work any assigned shift within our hours of operation
- Shifts will be assigned after completion of Training

Job Requirements:

- Keyboarding skills at a minimum of 30 wpm
- Computer proficiency, keyboard and/or web navigation skills
- Good problem solving, analytical, and data entry skills
- Effective verbal & written communications skills
- Ability to work with minimal supervision & handle pressure
- EXCELLENT customer service skills
- Professional phone etiquette

Preferred:

- Call Center experience, assisting customers with issues via phone, chat and email.
- 1(+) year of experience troubleshooting hardware and software
- Ability to enable / disable antivirus, firewall and anti spyware
- Proven track record solving complex customer problems utilizing deep customer empathy in conjunction with numerical, abstract and verbal reasoning skills

Equipment Required:

- Computer speakers or audio headset.
- High speed Internet connection (not wireless) with minimum upload speeds of 5 Mbps and download speeds of 1.5 Mbps
- Analog landline (Not cellular or VoIP)
- Corded telephone
- Telephone headset that plugs into the phone with mute button
- Home office free of background noise and distractions with a door