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Customer Service Representative – Work At Home (Upstate New York ONLY)

Hiring organization
Alorica

Job Location

United States
Remote work from: USA

Date posted
October 15, 2024

Base Salary

USD 40 - USD 50

Valid through
31.05.2025

Employment Type

Full-time, Part-time

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Description

Position: Customer Service Representative

Location: Hiring in Upstate New York ONLY! (Syracuse, Watertown, Binghamton, Oneonta, Albany, Buffalo and Rochester)

Terms: Full-time

Pay: \$15/hr

Join Team Alorica

At Alorica, we're redefining what it means to be a global leader in customer service and experience one interaction at a time. With Alorica-at-home and locations in 18 countries around the world, we offer endless career opportunities from customer service, training, and tech support, to management, recruiting, and more. And we're proud to say over 70% of our leaders are promoted from within!

But that's not all...we also provide a full range of benefits to help our employees achieve financial, emotional, mental, and physical well-being including supporting their own communities through Making Lives Better with Alorica (MLBA). MLBA is our award-winning, in-house non-profit charity that's focused on empowering people through mission-focused work.

Job Summary

As part of Team Alorica, you'll help our clients by addressing their customers' concerns, providing support, and resolving issues.

Responsibilities

- Assist customers with issues and concerns they are experiencing during the use of the product and/or service
- Document call-related information for auditing and reporting purposes
- Maintain and update customer information as necessary
- Upsell current customers on new or enhanced services

Qualifications

- High school diploma or GED
- Customer service experience is a plus
- Strong computer navigational skills
- Familiarity with Microsoft Office applications (Word, Excel)
- Excellent oral and written communication skills
- Exceptional listening/comprehension skills
- Professional and courteous
- Customer oriented