



<https://jobsfor7.com/job/work-at-home-customer-experience-15/>

Work At Home: Customer Experience: \$15

Job Location

United States
Remote work from: USA

Base Salary

USD 40 - USD 50

Employment Type

Full-time, Part-time

Description

Position: Customer Service Representative Location: Terms: Full-time Pay: \$XX/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

Work Environment

- Ongoing usage of phone and computer systems
- Your Work At Home environment must be in a private residence, located at the address listed on your personnel file.
- Alorica will provide the equipment you need to conduct your work which may include a webcam.
- You will need to provide an Internet/Broadband Internet Connection – DSL or

Hiring organization

Alorica

Date posted

October 15, 2024

Valid through

31.05.2025

APPLY NOW

Apply Now

Cable only. No Satellite, Dial-up or Wireless Internet connections.

Your workstation must be connected directly to the Internet with proof that your ISP meets a minimum download speed of 10 Mbps and minimum upload speed of 3 Mbps.

- Physical Demands
- Constant sedentary work

Benefits

- Health, dental, and vision coverage/HSA
- PTO
- Paid holidays and sick time
- Optional daily pay or weekly pay
- 401K retirement plan
- Leadership programs
- Paid training and tuition reimbursement
- Employee discounts program including but not limited to groceries, travel, insurance, phone plans, health and wellness, and pet supplies
- Employee assistance program
- Additional voluntary benefits