



JOB DESCRIPTION

- Handles inbound and outbound calls.
- Handles customer requests, complaints, billing inquiries and other related concerns with the highest degree of courtesy and professionalism to resolve customer issues with one call resolution.
- Prepare complete and accurate work and update customer files.
- Communicate effectively with individuals/team in the program to ensure high quality and timely expedition of customer request.
- Effectively transfer misdirected customer requests to the appropriate party.
- Demonstrate continued and consistent proficiency in most of the skill set utilized within the call center based on WorldSource's practices and operations.
- Communicate with customers using web-based tools and demonstrates the associated proficiency and grammar.
- May be assigned to work for another department depending on the business need.
- Able to multitask and work well under pressure.
- May be required to work in one or multiple queues or skill set over various customer contact channel.
- Contribute ideas on ways to resolve problems to better serve the customer and/or improve productivity.
- Participate in activities designed to improve customer satisfaction and business performances.