Adecco Group North America

Title: Full-Time Call Center Representative

Location: 480 Washington Blvd, Jersey City, NJ 07310

Job Type: Seasonal (Temporary)

Compensation Type: Hourly           Wage: $20.00 per hour

Start Date: 8/14/2017

Job Description: Adecco is assisting Computershare in recruiting for inbound / outbound Call Center Representatives in Jersey City, New Jersey. This is a 3-month temporary position supporting a Computershare shareholder proxy project.

Hours:

- AM Shift 8 A.M. – 5 P.M.
- PM Shift 5 P.M. – 11 P.M. w/ Sat. A.M.
  - P.M. shift is great for students taking morning classes who are seeking professional experience!

Primary Responsibilities:

- Handle a high volume of calls with varying degrees of questions or concerns
- Keep record of customer interactions, record details of inquiries, complaints, or comments, as well as actions taken
- Use computer system to track, gather information, and/or troubleshoot the items raised by the caller
- Escalate complicated issues to designated call center supervisor for further investigation

Qualifications:

- Excellent verbal and written communication skills
- Must be personable over the phone
- Must be reliable
- Must be able to provide outstanding customer service
- Make good decisions and resolve issues in a clear, calm, and diplomatic matter
- Computer literate – working in a Windows environment/ MS office preferred
- Able to work in a team environment
- Associates Degree or equivalent from two-Year College or Technical School


About the Organization: Hey, you deserve a chance to find a good job. To work on your terms. To better your situation. To be appreciated. To be a provider. Now, maybe you've tried staffing agencies before. But this is different. We have thousands of jobs across the country. And you just need one good one.