**Call Center Agent**

**Job Description & Requirements:**

* Call Center, answering phones/chats/self-service tickets, documenting tickets. Fast paced, high volume, potentially emotionally charged environment (callers may be frustrated, emotional)
* Temporary position –Longevity of position depends on call center demand
* Experience:
	+ Agent, ideally in a call center or help desk environment
	+ Strong customer service skills (call center, retail, hospitality industry, etc)
	+ Clear verbal & written communication skills
	+ Must be proficient in use of computers, i.e. basic computer functions, including proficiency in Office 365, internet access
		- Ideally experience in using a ticketing system
* 100% remote. Must have ability to work in an area free from distractions; with reliable highspeed internet, laptop/desktop and headset.
* Call Center operation is 7 days/week, 365 days/year (Mon – Fri 7:00am - 7:00pm ET and Sat – Sun 7:30am-5:00pm ET).
	+ Must be able to work at least 20 hours per week.
	+ Must be available for shiftwork. Shifts will vary depending on business needs and call volume. Available shifts are during the operating hours.
* Training
	+ Paid
	+ Self-paced – requires self-learning for the most part
* Candidates must be able to pass a background check

**SCREENING QUESTIONS:** *(in blue italics)*

Experience:

* Agent, ideally in a call center or help desk environment
	+ *Do you have previous call center experience? If so, please describe.*
	+ *Have you worked in a high volume, fast paced environment? Please describe.*
	+ *What past work experience has prepared you for this job?*
* Strong customer service skills
	+ *Describe your customer service experience?*
	+ *Describe a situation where you had to deal with a frustrated customer. How did you resolve it?*
	+ *Describe a situation where you provided exceptional customer service or went above and beyond for a customer.*
* Clear verbal & written communication skills
	+ *Assess whether the candidate is clear with their verbal communications. Have them describe their experience communicating with customers.*
* Proficient in use of computers, i.e. basic computer functions, including proficiency in Office 365, internet access
	+ *Describe your proficiency with computers and programs?*
	+ *What is Windows?*
	+ *What is a browser*
	+ *What do you need to get online?*
	+ *What do you use to write a basic text document?*
	+ *What email service or application do you use?*
	+ *Have you downloaded and installed software from the internet before?*
* Ideally experience in using a ticketing system
	+ *Have you ever used a ticketing system? If so, which one?*
* ***If supervisor role***, requires previous supervisory experience.
	+ *Describe your supervisory experience.*
	+ *Were you responsible for hiring, coaching, performance discussions or was it limited to leading the work?*
* 100% remote. Must have ability to work in an area free from distractions; with reliable highspeed internet, laptop/desktop and headset.
	+ *Can you meet the above requirements?*
* Call Center operation is 7 days/week, 365 days/year (Mon – Fri 7:00am - 7:00pm ET and Sat – Sun 7:30am-5:00pm ET).
	+ *Are you available within the hours above?*
	+ *Can you support a flexible, temporary schedule where shifts may vary?*
	+ *Is there anything that could cause a conflict with your availability to work?*
* Temporary position. Longevity of position depends on call center demand
	+ *Will you consider a temporary position?*
	+ *For how long?*
* Must be able to work at least 20 hours.
	+ *Are you currently working?*
	+ *What hours are you available to work?*
	+ *Can you work 20+ hours/week?*
* Candidates must be able to pass a background check
	+ *Knowing this requirement, do you still wish to proceed?*
* *If hired, when are you available to start?*
* *What questions do you have for us?*