

POSITION **Customer Service Specialist**

LOCATION U.S. Steel Building, Downtown Pittsburgh, PA

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Handle Inbound Inquires from Customers and Prospects
- Focus on the retention of existing Customers/services.
- Sell new services to Prospects
- Explain marketing programs and promotions
- Respond to routine Customer work/service order inquiries and requests
- Troubleshoot routine problems with installation, billing, service changes, and disconnects
- Perform follow-up calls when needed
- Demonstrate courtesy and patience in dealing with Customers
- Provide prompt resolution of Customer inquiries by providing appropriate billing, service, programming or maintenance information

MINIMUM REQUIREMENTS

Associates Degree or higher. Two years total (of any) work experience. Part time jobs during school or internships will count towards this requirement.

ADDITIONAL REQUIREMENTS

Applicant must be an extremely well-spoken individual with great computer skills to fill the position of Customer Service Specialist. Must be a fast learner with a strong work ethic and posses the ability to work effectively in a very fast paced environment. This is a position in a small call center environment where good work will be noticed and rewarded. Punctual, regular, and consistent attendance is a requirement. Customer Service Specialists are responsible for performing a variety of Customer Service and sales duties and must be able to work day and evening shifts. Daily activities include answering Customer phone calls and covering a full range of services in a prompt and professional manner. System training will be provided. Proficiency in Word, Excel, email as well as good typing is a prerequisite.

STARTING SALARY RANGE

- \$12.00 to \$14.50 per hour plus bonus
- Average \$600.00 per month in sales bonus

TO APPLY

To be considered for a position, applicant should compile the following items:

- Cover letter of Interest
- Updated Resume
- Copy of College Transcript

Send items in one email to: specialistjob@fullservicenetwork.com. You will receive an acknowledgment once all of your items are received