

POSITION **Customer Service Specialist**

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

DESCRIPTION

Full Service Network is looking for well-spoken individuals with great computer skills to fill the position of Customer Service Specialist. Must be a fast learner with a strong work ethic and possess the ability to work effectively in a very fast paced environment.

This is a position in a small call center environment (less than 10 people) where good work will be noticed and rewarded.

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.

GENERAL DUTIES

- Demonstrate courtesy and patience in dealing with Customers.
- Provide prompt resolution of Customer inquiries by providing appropriate billing, service, programming or maintenance information.
- Sell new services to Customers and focus on the retention of existing Customers/services.
- Explain marketing programs and promotions.
- Exceed or maintain minimum sales/retention standards as required.
- 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.
- Perform all other assigned duties.
- Punctual, regular, and consistent attendance is a requirement.

EARNINGS

- Starting Salary \$9.00 ~ \$13.00 per hour
- Average Specialist currently earns \$600
- Health Insurance
- Retirement Plan
- Discounted phone & Internet service for your home
- Friendly work environment

TO APPLY CALL 412-745-0237