



Career Opportunity

Customer Service Representative

Job Type: Full Time

Location: Scottsdale

Relevant Work Experience: 1+ year Customer Service Experience

Summary of Position:

A Customer Service Representative is responsible for answering incoming calls from patients to schedule appointments, answer inquiries and questions, handle complaints, troubleshoot problems and provide information. This position is responsible for providing superior service via phones and e-mail as a receiver and caller; ensuring customer satisfaction and maintaining a good image for the company.

Responsibilities:

- Respond to customer inquiries
- Research required information using available resources
- Handle and resolve customer complaints
- Provide customers with product and service information
- Enter customer information and make notations as needed
- Identify and escalate priority issues
- Route calls to appropriate resource
- Follow up on customer calls when necessary
- Use questioning and listening skills that support effective telephone communication
- Use an effective approach to handle special telephone tasks like call transfers, taking messages, call backs, holds, interruptions, and unintentional disconnects
- Understand the impact of attitude in handling calls professionally
- Effectively deal with job stress, angry callers, and upset customers

- Use the most appropriate way to communicate with different behavior types on the telephone
- Apply the elements of building positive rapport with different types of customers over the phone
- Apply the proper telephone etiquette to satisfy various customer situations
- Apply appropriate actions to effectively control a telephone call
- Identify voice skills and how to enhance a good telephone presentation
- Display Time flexibility towards shifts as per work floor requirements

Knowledge, Skills and Abilities:

Proficient skills in relevant computer applications

Knowledge of customer service principles and practices

Verbal and written communication skills

Listening skills

Problem analysis and solving skills

Multitasking and organizational skills

Initiative

Adaptability skills

A team attitude

Stress tolerance and resilience

PREFERRED:

Experience in a call center environment

Customer service experience

Good data entry & keyboard skills

Knowledge of administration and clerical processes

Education:

HS Diploma or GED

Position available immediately. Email resumes to recruiter@redmountainweightloss.com