



Description: Call Center—Executive Interviewer

This is a part-time position (15-25 hours per week). Position requires the candidate to be an experienced telephone interviewer who understands the principals of professional interviewing and achieves personal production goals. This position's main focus will be telephone interviewing first and will support the Call Center Director with basic supervision. This position will require time flexibility as it includes weekday, evening and weekend hours that will vary.

Essential duties and responsibilities:

- Pre-qualify service calls via telephone, email or other customer required method
- Assist with site set-up and maintenance and general work overflow
- Create, maintain and update spreadsheets in order to provide date to call center staff/or customer
- Retrieve and report status of service calls to customer via telephone, email or third party website
- Follow up with Call Center Director
- Answer incoming phone calls
- Various administrative duties as assigned by the Call Center Director
- Complete special projects as needed
- Fill in for interviewers as needed
- Perform other job-related responsibilities and functions as directed by management

Requirements:

- Strong verbal and written communication skills
- Customer service oriented
- Outstanding problem resolution skills
- Strong organizational skills
- Excellent interpersonal and teamwork skills
- Ability to multitask
- Proficiency data entry with a minimum of 40 WPM
- Flexible
- Ability to work in a fast-paced environment
- Maintain a positive attitude in all situations
- Strong desire for personal growth