



# Example of Call Job Description

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Our growing company is searching for experienced candidates for the position of call. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for call

- Coordinate opening position requisitions within Taleo, updates, and tracking from open to fill
- Assist with the management of seasonal hiring with high cycles of up to 200 open positions at a time
- Responsible for assisting the Customer Service Supervisor in the administration of the Customer Service Unit
- Responsible for monitoring workflow of the Customer Service Associates
- Responsible for assisting in monitoring of attendance records
- Responsible for answering incoming calls received from both providers and claimants when necessary, and be able to research and resolve escalated issues timely and accurately
- Responsible for ensuring assigned team meets quality and production standards on a monthly basis and ability to coach under-performers
- Manage inbound calls
- Follow communication "scripts" when handling sensitive topics
- Identify customers' needs, clarify information, and provide solutions and/or guidance

## Qualifications for call

- 2+ years work experience in a fast paced environment
- Demonstrated ability to handle multi-phone lines

- 2+ years of call center or high volume inbound/ outbound experience required
- Read and write fluently in English
- Read and write fluently in Spanish preferred