



Example of Contact Center Associate Job Description

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Our growing company is searching for experienced candidates for the position of contact center associate. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for contact center associate

- Handles both inbound & outbound calls that are basic and routine
- Assist the PtP Director to establish and grow the RDC – Europe PtP function
- Demonstrate full operational responsibility for the PtP Support function to ensure all deliverables are successfully achieved, including operational performance, people management and development, and adhering to compliance requirements together with supporting and implementing on transformation requirements
- Manage escalations as required on PtP issues handled through the support team
- Resolve transactional issues as needed and address process performance anomalies
- Assist in internal/external audits to ensure all appropriate controls are being followed
- Review and analyze existing procedures and seek to incorporate changes that will improve the department and/or business
- Maintain good relationships with key leaders in Accounts Payable, Expense Management, Order Management/Invoicing and work strategically with these partners to advance the PtP function
- Review and approve work performed by staff in the Customer Support department
- Lead, participate, and support special projects as requested by leadership

Qualifications for contact center associate

- Ability to provide quality and thorough customer service utilizing interpersonal skills with a focus on customer satisfaction
- Basic understanding of computer systems with proficient keyboarding skills including email, data entry, and Microsoft products
- Ability to meet deadlines and perform successfully within a production environment, to include multitasking (ex
- Ability to maintain regular attendance in adherence to department expectations, and an ability to work flexible shifts
- Strong oral and written communication skills, sound judgment and the ability to think and conceptualize beyond existing barriers, methods and practices
- Organizational skills with an attention to detail, analytical and decision-making abilities