



Example of Contact Center Associate Job Description

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Our growing company is looking to fill the role of contact center associate. 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 contact center associate

- Understand the functionality, interfaces, and interdependencies of MSD's financial processes and systems
- Partner with MSD's strategic BPO and other partners that support the daily processing of PtP transactions
- Resolve problem records
- Manage hardware and software rollouts
- Work on moderately advanced technical assignments
- Evaluate and monitor Fixed Asset Requests and Service Requests to make sure they are completed on-time and accurately
- Provide 24 hour on-call coverage for 1 week at a time, and resolve problems via a combination of telephone, working from home or coming into the office
- Ensure the quality of work being produced by the Client Services Interns
- Manage basic relationship between Client Services and customers
- Generate process improvements to improve productivity in Client Services

Qualifications for contact center associate

- Patience, teamwork, self-motivated, upbeat and a great attitude
- At least one year of sales experience in a goal and/or commission oriented environment
- Take inbound calls for the entire shift, with structured breaks
- Identify customers' need and provide solutions to solve each contact

- Prior use of CRM Case Activity is useful to escalate issues through and already reboots sales to service process
- Create opportunities to upsell products when they arise