



Example of Contact Center Associate Job Description

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Our company is growing rapidly and is hiring for a contact center associate. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for contact center associate

- Primary responsibility of managing the implementation plan, delivery timelines, coordination and leadership on integration with existing technology and point of escalation
- Accountable for adherence to cost plan
- Lead business case development for new business opportunities (benefits, costs, timelines etc)
- Achievement of growth and profitability targets for Onvida's business
- Assist the sales organization in closing transformational engagements
- Assemble a best in class team
- Home Office job (only for candidates working from Poland)
- Review and monitor the work of others
- Leads the development and execution of the two-way customer care engagement strategy in alignment with the organizational strategy
- Manage direct reports who are responsible for development, execution and compliance of full end to end processes, customer communications, training, and management of adverse events and product quality complaints

Qualifications for contact center associate

- Records customer contacts using CRM system and sets the Client expectation(s)
- Ability to follow and structure process driven system that can be easily relate to Resident

- Familiarity with CRM systems and practices, specifically CRM Microsoft Dynamics or Sales Force.com
- Experience with MS Excel and other MS Apps would be any advantage
- English language fluency demonstrated by a score of 67 or higher on a written and oral standardized test