



Example of Contact Center Associate Job Description

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Our company is hiring for a 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

- Oversees the development of marketing initiatives (product launch, label change, new program, etc), customer/consumer/employee communications, operating procedures and, work flow processes for two-way customer interactions across multiple channels for all products, vaccines, divisions and company information/services
- Ensures company and regulatory compliance requirements are achieved
- Provides overall leadership in the assessment, analysis and resolution of escalated customer issues, and continually enhances customer interactions to deliver the desired customer experience and achieve operational excellence
- Leads the management of strategic partners to ensure execution excellence, effective training, standard operating procedures are maintained and followed, delivery of desired customer experience, achievement of key performance metrics (KPIs), and service level agreements
- Effectively partner with counterparts to ensure integrated operations and delivery of the desired customer experience
- Lead the development and execution of new and innovative capabilities to enhance our value proposition, and to optimize operations
- Overall leadership and expertise in tools used to analyze customer interaction data and create meaningful customer insight reports
- Partner with internal stakeholders to develop and implement new strategic system and channel capabilities
- Manage internal and external pharmacovigilance and regulatory

Qualifications for contact center associate

- Associates degree in relevant field of study or equivalent years of work experience required
- 2+ years of experience in a call center environment preferred
- Strong oral, written, and interpersonal communication skills, with the ability to interface effectively with individuals, both internally and externally
- Proficiency using the Microsoft Office Suite, including Word, Excel, and PowerPoint
- English and/or Spanish language fluency demonstrated by a score of 67 or higher on a written and oral standardized test
- PC or POS (Point-of-Sale) device troubleshooting experience