



Example of Contact Center Associate Job Description

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Our growing company is looking to fill the role of contact center associate. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for contact center associate

- Handles and resolves customer complaints, troubleshoots problems and provides information
- Routes calls to appropriate resource
- Follows-up with customer calls where necessary
- Completes call logs
- Completes call requests
- Monitor and manage agent real-time productivity and queue performance
- Enter real-time schedule exceptions (absences, coaching, training, meetings)
- Monitor queue volume and staff capacity for multi-site
- Adjust agent skill levels to balance staffing based on volume needs
- Manage and respond to e-mails in the department shared mailbox

Qualifications for contact center associate

- Minimum of 5 to 8 years of PtP, Procurement or equivalent Finance or Shared Services experience required
- Minimum of 3 years of experience leading team of Procure to Pay or Global Procurement professionals preferred
- PtP or AP certification by an accredited organization preferred
- SAP or JDE experience required
- Must be able to work a weekend shift and two closing shifts
- Position starts on Monday, May 15th