

HPUL Exclusive Posting Dates

4/29/19 -5/13/19

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635 UL Call Center
635 E. Hwy. 20, Upper Lake, CA 95485

JOB DESCRIPTION

Title: Customer Service Agent *(For Both Locations: KS & CA)*
Supervisor's Title: Manager, Customer Service
Department: Customer Service

I. Purpose of the Position: Provides solutions and superb service to client requests and needs via live phone calls, emails and/or chats.

II. Key Responsibilities and Accountabilities:

- Efficiently responds and communicates with clients to understand and service their need via in-bound calls, emails and chat.
- Effectively analyzes customer data to make appropriate recommendations and problem resolutions.
- Resolves product or service concerns by clarifying the customer's problem; determining the cause; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Demonstrates excellent customer service by facilitating positive long-term relationships and high potential for repeat business.
- Builds rapport with clients and effectively diffuses conflict and opposition.
- Successful achievement of minimum monthly individual and team goals set by department i.e. quality and productivity.
- Contributes to team effort by accomplishing related results as needed.
- Committed to meeting quality standards in processing customer adjustments.

III. Knowledge, Skills, Abilities, and Other Requirements:

- Associate's Degree preferred or equivalence in comparable job experience.

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- Minimum of 2 years customer service experience preferably in a call center environment.
- Excellent oral and written communication skills particularly with telephone communications.
- Excellent listening ability.
- Intermediate math skills calculating interest rates and percentages as well as balancing spreadsheets for accounting purposes.
- Intermediate knowledge of MS Office and general computer navigation.
- Strong negotiation skills with the ability to close a sale.
- Ability to multi-task and prioritize.
- Ability to follow protocol, policies and procedures.
- Acts with integrity, maintains confidentiality, interacts with others professionally and respectfully, promotes harmony in the workplace.

Point of Contact:

Deborah Guess

Manager, Human Resources

Upper Lake Processing Services, Inc.

7201 W. 110th Street, Ste. 225

Overland Park, KS 66210

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Employment applications can be found at the following link:

<https://www.upperlakepomo.com/forms/TLE-Employment-Application.pdf?x15379>