



May 3, 2007

TITLE: Customer Service Representative (CSR)

DEPARTMENT: Call Center

SCHEDULE: Part-Time Positions Available

DUTIES:

- Call intake.
- Transportation intake and scheduling.
- Handle all calls in a prompt, courteous, and professional manner.
- Clearly enunciate all words, speak fluidly and use proper terminology while on the phone.
- Take complete, concise and accurate information from callers.
- Complete calls properly by following all account instructions and transportation protocols.
- Deliver messages in a prompt, clear, and professional manner.
- Promote a strong and positive professional image for the department.
- Other duties as assigned.

REQUIRES:

Excellent customer service skills
1-year telephone experience (minimum)
1-year customer service experience (minimum)
Ability to type 40 wpm (net)
Familiarity with utilizing e-mail and Internet
Ability to learn and understand other computer programs

TO APPLY CONTACT:

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