

# Customer Service Representative

Exciting contact center opportunity in O'Fallon, MO! This position will have various shifts to cover a 24/7 operation.

One of LaunchCode's most valued employer partners, a global financial services provider, has asked us to help them fill an urgent staffing need at a customer contact center located in O'Fallon, MO. Though these roles are different from the jobs into which LaunchCode typically places people, we feel a duty to share this opportunity because of the present economic upheaval that has displaced so many people.

## Customer Service Representative

The primary role of the Customer Service Representative is to receive inbound telephone calls in relation to customer services: placing orders, product inquiries, quotes, return, and problem solving.

The role includes maintaining, completing, and ensuring relevant documents and systems are accurate and kept up to date in addition to supporting the Contact Center with outbound campaign (outbound calls) when required in relation to specific sales /marketing activities.

## Responsibilities

- Provides service support directly to consumers/customers
- Engages via telephone, email, chat or through other social media platforms
- Acts as the voice of the consumer/customer by sharing reoccurring issues and opportunities for service improvement with management team
- Under general supervision, supports investigation and resolution of consumer product/service issues, concerns and requests across multiple programs
- Follows established policies and procedures to review consumer issue logs and identify trends of network or product portfolio issues. Escalates issues and assists in the development of a resolution

- Collaborates with other team members to support projects/initiatives related to consumer support delivery
- May provide guidance to less experienced team members

## PHYSICAL ACTIVITIES

This position will be working in an office environment, utilizing typical office equipment. The majority of time will be spent on the telephone and computer. Regular, in-person attendance is required.

## WORK SITE SAFETY

Although the Company requires regular, in-person attendance, it is taking every precaution to protect its workers against COVID-19. These measures include:

- Ensuring workstations are appropriately spaced to accommodate the recommended distance of 6" of social distancing
- The cleaning crew has been going through the common areas of the building each evening to spray with a disinfectant machine which contains Vital Oxide. There are portable hand sanitizer stands at the interior entrances of the building and hand sanitizers outside of the restrooms. Individual hand sanitizers have been provided to employees, and Clorox wipes provided to each team.
- The cleaning crew is also focusing on "touch points" after hours. They are going through and sanitizing sections of desktops, chair arms, tables, countertops, handles, switches, microwaves, fridges, etc. The cleaning crew is making this a priority.

## Qualifications

- Experience contributing to the delivery of accurate and timely resolutions to consumer product/service inquiries under direct guidance
- Demonstrated knowledge of consumer service standards, processes and tools
- Demonstrated ability to contribute to consumer support projects/initiatives
- Customer service and or sales experience essential

- Higher School Certificate or equivalent level.

## Position Type

Contract (one year) — Shift options below.

- 3 am - 1 pm
- 2 pm - 12 am

## Salary

\$15/hour

## To Apply

Apply online by filling out the form above. No phone calls, please. References should be available upon request. Applications will be accepted on a rolling basis until the position is filled. We highly recommend applying as early as possible for the best chance of moving forward. In light of COVID-19, all interviews will be done by phone or video chat.

The employment eligibility of all new hires will be verified using E-Verify. All candidates must pass a background check.

## We Heart Diversity

LaunchCode supports and fosters leadership from underrepresented communities. We strongly encourage folks from immigrant communities and communities of color, as well as those who identify as women, LGBTQ or under-resourced to apply. LaunchCode is an Equal Employment Opportunity Employer. Program and employment policies of LaunchCode are nondiscriminatory in regard to race, color, gender, religion, age, national origin, disability, veteran status or sexual orientation.