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Customer Care Representative

Career Openings in Melbourne, Florida

Opening Starts 10/09/2017

What You Will Do

- Promptly processes and answers and/or resolves customer inquiries and concerns, determining the appropriate actions based upon job aids, research, and existing desktop solution tools and taking the appropriate action with utmost priority and speed, to ensure service level metrics are achieved
- Place outbound calls to customers and dealers (when necessary) to understand the needs of the customer and respond to customer inquiries and concerns
- Understands use of technology, scripts, and product knowledge. Actively listens to the consumer providing answers, while controlling the call to lead the consumer in an efficient professional manner
- Act as a liaison between customers, and dealerships, providing excellent service to both by following up and being organized and knowledgeable
- Handle difficult customer issues and avoiding escalation whenever possible in a positive and professional manner

What You Need to Have

- High School Diploma or GED required
- One year of customer service experience, call center preferred
- Must be able to type 25 WPM
- Experience in customer service and sales greatly preferred
- Able to work an 8 hr shift between 8:00am and 8:30pm Monday-thru Friday.

This department follows the Canadian holiday schedule.

Percepta requires all employees hired in the United States to successfully pass a background check and depending on location and client program a drug test, as a condition of employment. Percepta is an Equal Opportunity Employer.