

Summary of Position

To provide excellent customer service via inbound or outbound calls in a call center setting.

Essential Duties and Responsibilities

- Responsible for meeting or exceeding productivity and/or quality expectations in the call center environment.
- Deliver information over the phone via a script in an accurate, friendly, and professional manner.
- Accurately and efficiently document clients' responses efficiently using the computer.
- Effectively manage inbound and/or outbound calls as appropriate.
- Other duties as assigned.

Knowledge, Skills and Abilities

- Must have ability to provide service excellence; empathy, active listening skills, detail oriented, deliver accurate information and communicate effectively, and professionalism.
- Must be able to multitask; maintaining verbal communication quality standards while adhering to internal procedures using a computer.
- Must be able to efficiently learn and use multiple internal computer applications.
- Basic typing skills required (20 wpm or more with high accuracy).
- Must be able to work in a variable paced work environment.
- Must be adaptive to working with general public and work well independently as well as in a team.
- Ability to implement conflict resolution through critical thinking techniques. Includes ability to apply problem resolution techniques in troubleshooting technology/electronics.
- Ability to implement successful negotiation techniques as needed.

Minimum Qualifications and Experience Required

- High School diploma or GED equivalent preferred.
- Prior customer service background required.
- Prior telephone call center experience strongly preferred.
- Must be able to successfully pass a criminal background check.

Training Class start date:

- January 18, 2010
- February and March class dates to be determined (Please check our website for updates)

Hours:

We are a 24/7 call center, open 365 days per year. Ideal candidates will be available to work any of our shifts within that time frame.

- FULL TIME work schedules vary between daytime and evening schedules each week and usually include working one weekend day or evening shift each week. Daytime and evenings shifts range between the hours of 7AM-10PM, any of the 7 days per week.
- PART TIME work schedules vary between daytime or evening schedules between the hours of 7am-7pm, M-F. Typical shifts include working 7am-11am, M-F OR 3pm-7pm M-F.

Pay Rate:

- \$9.00-10.00/hr.

HOW TO APPLY:

Please apply in-person, via mail, or via fax with a completed GDI employment application. Resumes and cover letters are accepted ONLY with a completed employment application. Our employment

applications can be picked up during normal business hours at our office or downloaded through our website at www.generationdirect.com. Our office hours are open **8AM-4PM M-F** to apply in-person or you can fax the application to **605-370-5030**. We are located at **1520 N. Industrial Avenue Sioux Falls, SD 57104**. For more information on GDI, please visit our website at: www.generationdirect.com

Disclosure:

This position description is meant to describe the typical kinds of duties or difficulty level that may be required of this title. The use of a particular expression shall not limit or exclude other duties of difficulty levels not mentioned. This position description is not meant to limit Generation Direct Inc.'s right to assign, direct, or control work assigned to the position.