

RECRUITING 'ROUND ROCHESTER

Rochester  Works!

A weekly Job Fair dedicated to connecting local businesses with great talent!

JOB DESCRIPTION

Chat Technical Service Advisor



Job Summary

You will be supporting customers via Chat and working with them to find answers to questions or problems they are having with their handheld devices. You have an ability to communicate clearly through chat correspondence. This position requires you have an ability to multitask, accessing multiple systems and tools simultaneously. You demonstrate a passion for customer service and enjoy solving complex problems resolving customer issues.

Key Qualifications

- Comfortable with Technology and experienced at resolving complex problems.
- Ability to type at least 45 words per minute with 95% Accuracy
- Passionate about the customer experience and delivering top notch customer service.
- Can demonstrate strong written communication structure.
- An ability to multitask and maintain organization.
- Strong Navigational skills
- Customer first focus and an ability to develop strong personal rapport via chat communications.
- Strong attention to detail
- Proven reliability
- An ability to work in a fast paced call center environment.
- Adaptive and supportive of the change process.

Job Requirements:

- High School Diploma, some secondary level education preferred
- 1 Year + Call center experience **or** 1 year + Face to Face customer service experience.
- Online Chat experience preferred.
- Ability to type 45 WPM
- Ability to work rotating shifts in support of a 24x7 365 Environment.

What we Offer:

- A rapidly growing company with significant career growth opportunities
- A culture committed to teamwork and continuous improvement
- An attractive compensation package including medical, dental; PTO, paid holidays.

Company Description:

A wholly owned subsidiary of SYNEX Corporation (NYSE: SNX), Concentrix is a leader in high-value global business services. It partners with its clients to deliver end-to-end customer engagement services, technology innovations, analytics, process optimization, and business improvements. The global business services firm transforms the customer experience, and streamlines front and back office and industry-specific processes to provide the highest value from every customer interaction. Based in 24 countries with a staff of more than 54,000 who speak 40+ languages, Concentrix offers industry expertise in 10 industries: Banking & Financial Services, Healthcare & Pharmaceutical, Insurance, Technology, Consumer Electronics, Retail & e-Commerce, Government & Public Sector, Media & Communications, Automotive and Travel, Transportation & Tourism.

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