

# RECRUITING 'ROUND ROCHESTER

Rochester  Works!

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

## JOB DESCRIPTION

### Customer Support Representative



**At Concentrix we are fanatical about our staff and clients. We are tenacious in our pursuit of excellence and of high quality service. We're not afraid of being bold and disruptive in the marketplace and we like shaking things up. We take our values seriously and they are threaded into everything that we do - we are ONE CONCENTRIX. Join us and BE the Difference for the world's best brands!**

#### **Career Description/Summary:**

Do you have a passion for helping others? Are you a customer service professional seeking a full time position supporting an industry leader? Concentrix is now hiring for Customer Support Representatives at our location in Rochester, NY!

In this role you will be responsible for:

- Customer Order process via EDI & Commerce Hub system – the ability to handle high volume of requests with ease, and the ability to address customers questions efficiently & accurately
- Provide quick response to customer /consumer needs in order to maximize customer satisfaction, provide alternative model etc. to resolve customer needs quickly.
- Issue Return authorizations, follow up and tracking with reverse logistics.
- Order Confirmation- Ensure all orders are released to ensure on time delivery and Customer satisfaction. Ability to support pricing structure where applicable.
- Delivery Information- Handle request for delivery information and status of delivery.
- Work with OM and inventory allocation to release back orders.
- Cancellation of Orders - Cancel orders upon request to ensure orders do not ship. Timely processing of cancelation & returns to expedite replacements to customers.

#### **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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RochesterWorks! is an equal opportunity program. Auxiliary aids & services are available upon request to individuals with disabilities.