Participant Service Representative Job

Employer Name:

SpiderID: 12547671

Location: St. Louis, Missouri

Date Posted: 5/19/2022

Wage: Negotiable

Category: Information Technology

Job Code: 022

Participant Service Representative  
  
St. Louis, MO  
  
US Citizenship\*  
  
   
  
Participant Service Representative (PSR) is responsible to provide outstanding call center service to our participants by answering questions, handling feedback concerns, and troubleshooting problems with our products and services within the finance industry.The service representative may handle a high volume of inbound and/or outbound calls and should seek to create a positive experience for each caller. They will listen to clients to understand the reason for their call, address all questions or concerns, and provide an accurate and efficient response.  
  
   
  
 Responsibilities:  
  
 Monitor personal performance relative to defined department performance targets.  
  
 Assist plan participants by telephone, chat, or email by answering any questions, provide information about products or services and/or obtain any details of feedback.  
  
 Ability to successfully adapt and perform during times of high call volume.  
  
 Strong written and verbal communication skills.  
  
 Strong listening ability to interpret and clarify information being provided by customers.  
  
 Strong commitment to providing quality service.  
  
 Keep records of participant interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.  
  
 Follow through to ensure that appropriate changes were made to resolve customers' concerns.  
  
 Contact customers to respond to inquiries and resolve customers' concerns.  
  
 Obtain and evaluate all relevant information to handle inquiries and complaints.  
  
 Record details of inquiries, comments, and complaints in our operating system as well as any actions taken.  
  
 Meet service level and quality requirements on a daily basis  
  
 Communicate and coordinate with internal departments.  
  
 Keen attention to detail and accuracy.  
  
   
  
 Basic Qualifications:  
  
 High School Diploma or G.E.D.  
  
 1+ years of experience in a call center environment.  
  
 Demonstrated proficiency with MS Office products and common workplace internet software and applications.  
  
 Type 45 words per minute  
  
 Finance focus a plus  
  
 Public Trust clearance a plus  
  
   
  
 Additional Preferred Skills and Qualifications:  
  
 Working knowledge of contact center operations  
  
 Experience with contact center and/or direct customer service experience.  
  
 Demonstrated ability to achieve and maintain quality and efficiency standards in a high volume, high velocity work environment.  
  
 Rapidly responds to emails and establishes clear communication cadences.  
  
 No relocation support provided  
  
   
  
#cjpost

Start Date: 6/2/22  
  
  
Position Type: Full-Time Permanent  
  
  
Years of Experience Required:   
  
  
Education Required:   
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: ASM Research

Company: ASM Research