

VIATEQ Corporation is looking for a dedicated and motivated Customer Service Representative to provide top-tier service and support to our various clients. In this role, you will be the first point of contact for customers, handling inquiries, resolving issues, and ensuring a positive experience. Our ideal candidate will have excellent communication skills, a problem-solving mindset, and a passion for delivering exceptional service. This is a remote role, and you will need to have a strong and reliable internet connection to work from home. A member of our recruiting team will review our contracts available at VIATEQ and determine which is the best fit for you.

Responsibilities

Answer inbound calls in a timely and professional manner to resolve customer inquiries, complaints, and issues based on client instructions. Identify customer concerns or problems and offer effective solutions to ensure customer satisfaction. Provide accurate answers to customer questions and provide timely, effective solutions. Resolve customer issues or concerns, ensuring a satisfactory resolution. Maintain up-to-date records of calls including actions taken and follow-up requirements. Ensure confidentiality and privacy during all phone interactions. Adhere to quality assurance guidelines, ensuring all calls are handled in a timely, courteous, and effective manner. Use various technical systems, including desktop computers, call center software, phones, and the internet, to track and resolve customer issues. Collaborate with team members to resolve complex customer issues and ensure customer needs are met. Maintain sufficient reliable private internet connection, not supplied by the use of cellular data, with the ability to hardwire via ethernet cable.

Basic Qualifications

High School Diploma or GED
Healthcare-related certification
Strong communication skills
Strong customer service skills
Strong problem-solving skills
Strong computer skills
Ability to multi-task
Ability to sit for extended periods of time
Ability to pass a background check
Strong internet connection due to the remote nature of this role

Preferred Qualifications

Fluently bilingual in Spanish
Previous experience as a Customer Service Representative
Previous Public Trust Clearance or ability to pass a Public Trust Clearance (for government clients only)

About VIATEQ

VIATEQ is a proactive provider of collaborative solutions for federal government agencies. Our collaborative service framework and flexibility allow employees, customers, and business

partners to work together successfully anywhere, anytime. VIATEQ's service areas also allow government agencies to respond to competitive pressures and achieve new performance levels. VIATEQ offers competitive compensation and a strong benefits package, including comprehensive healthcare, 401(k), paid time off, flexible spending accounts, professional development reimbursement, and other benefits for you and your family. Equal Opportunity Statement VIATEQ provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination, harassment, and retaliation in accordance with applicable federal, state, and local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.