

NOW HIRING!



Position: Operator

Shifts Available:

Mon, Tues, Thurs 6am-2pm, Fri 7am-3pm, Sun 7:30am-3:30pm (Full Time 40 Hours)

Mon 6a-9:30a, Weds 6a-11:30am, Alternating Fri and Sun 6:30am-2:30pm / 6:30am-11:30am
(Part Time 16.5-19 Hours)

Tues, Wed, Thurs, 3pm-8pm and Sat 2:30pm-8:30pm (Part Time 21 Hours)

Training: 6 Days -- Hands on Training

Roles / Responsibilities:

- Answer Inbound Telephone calls
- Take Messages and dispatch according to account instructions
- Offer a caring and courteous voice to each and every caller

Position: Full time 2nd Shift Supervisor

Shift Available:

Mon, Tues, Wed, Fri, and Sun 2pm-10pm (Full Time 40 Hours)

Training: 6 Days Hands on Supervisor Training

Roles / Responsibilities:

- Report Generating
- Supervise Team up to 12 Agents
 - Walk Operations Room
 - Quality Assurance (courteous, caring, and speaking softly)
 - Delegating smaller tasks to capable employees
 - Operational Efficiency
- Scheduling under the Assistant Operations Manager
- Enforce Operations rules and policies
- Assign Breaks
- Be the 'Go To' person for ALL operations related issued and problems within the op's room
- First point of contact for Any and All customer complaint related items
- Deploy employee incentives throughout your shift (prize incentives for reached goals)