



TITLE: Contact Center Agent
COMPANY: Superior Contact
LOCATION: Marquette, Michigan

CONTACT CENTER AGENT. Join the highly customized, innovative team at Superior Contact as a Contact Center Agent in Marquette, Michigan. Superior Contact has redefined the contact center for both large and small business to a truly personalized customer experience. Superior Contact handles the unique needs of diverse industries such as energy services, healthcare, non-profit organizations, and telecommunications.

As a Contact Center Agent, you provide exceptional customer service using call handling instructions and state-of-the-art contact center technology to maintain high customer satisfaction.

RESPONSIBILITIES.

- Interact with customers in a fast-paced environment, often with heavy call volumes.
- Provide accurate, valid and complete information by using provided methods/systems.
- Utilize computer systems and call handling technology.

COMPENSATION. \$9.50 per hour PLUS increases after 90 days of employment.

BENEFITS. Superior Contact places great value in their team by offering a comprehensive package of benefits including medical, dental, vision, long-term disability, and life insurance; flex account; 401K with match; paid time off and educational reimbursements.

WHAT YOU NEED TO BE SUCCESSFUL.

- High school diploma or GED, required.
- Associate's degree or 2+ years' experience providing exceptional customer service.
- Professional, responsive and engaging phone etiquette.
- Excellent verbal and written communication skills.
- Proficiency with computers and standard office software.
- Ability to follow precise instructions.
- Unrestricted right to work in the United States, required.

NO PHONE CALLS PLEASE.

APPLY ONLINE AT <https://superiorcontact.sdsjobs.com/>

LEARN MORE ABOUT SUPERIOR CONTACT AT <http://www.superiorcontact.net/>