

Call center Operator:**Position Responsibilities:**

- Effectively explain the company's products and services to new and existing clients
- Schedule appointments for Ignition Interlock required clients
- Schedule different types of appointments for current clients, depending on their needs
- Provide troubleshooting to clients who requires assistance with the Ignition Interlock device
- Prepare information packages for new clients with scheduled Installation appointments
- Assist clients over the phone with requests such as appointment information, rescheduling an existing appointment, FAQs about the Ignition Interlock, etc.
- Demonstrate good judgment and leverages past experience to plan and accomplish goals

Skills required:

- Ability to listen carefully and effectively communicate complex topics with different types of clients
- Ability to grasp best practices and company policies and use them as needed with clients
- Ability to professionally handle complaints, even when working with unpleasant clients
- Accuracy of work with eye for detail in completing documentation in system
- Ability to satisfy clients by going above and beyond the call of duty for unique situations
- Ability to use automated information systems to analyze client information and continuously improve personal performance
- Ability to demonstrate a friendly style and work effectively under pressure when needed

Other Minimum Qualifications:

- High school degree
- Strong inter-personal skills, ability to relate well to clients, fellow employees and company management
- Fluency in English
- Proficiency in the use of commonly used phone system, PC software, Email, and Internet
- Problem solving skills which require exercising independent judgment
- Understanding of privacy issues and regulations and ability to maintain strict client confidentiality
- Ability to obtain and maintain a clean criminal records search result
- Ability to obtain and maintain a clean driver record search result
- Ability to obtain and maintain a clean drug test result

Preferred if You Have:

- Experience in active call center environment
- Spanish speaking capabilities