

Donnelly Communications, Inc., located in Midtown Atlanta, is a leading provider of contact center services. Donnelly is seeking candidates for the following position:

Customer Service Specialist

The customer service specialist will be interacting with the customers of an exclusive retail client. Candidates need to be enthusiastic with excellent telephone and writing skills. Duties will include answering phone calls, responding to emails and handling complicated customer service issues.

Requirements

- 1+ years' experience in a contact center.
- Seeks to delight customers, understanding their needs, and empathetic with the customer situation.
- A pleasant and professional speaking voice with excellent diction.
- Excellent email and written communication skills.
- Typing 35-40 WPM and computer knowledgeable with the ability to quickly learn new software.
- Strong analytical/problem solving skills that enable quick identification & efficient resolution of issues.
- High degree of accuracy with all work and exceptional attention to detail. Ability to multi-task and work well and quickly under pressure.
- Possess a "thick skin" and the ability to handle complaints, even when handling unpleasant customers.
- Positive attitude and open to constructive criticism and continuous improvement in performance of job functions.
- Flexibility to work early mornings or late evenings as required.
- Prompt attendance as scheduled at the Donnelly Midtown office.
- Embody Donnelly's core beliefs and values.

Responsibilities:

- Handling customer inquiries with the highest degree of courtesy and professionalism
- Providing first call or email resolutions
- Offering alternative solutions where appropriate
- Communicating with customers using web-based tools
- Working in one or multiple skill sets over various customer contact channels

Qualified candidates please call the HR Job Hotline at (404) 443-2803. Please understand that not all candidates will receive a return call.