



Position Title: Inbound/Outbound Sales Customer Contact Representative

Rate of Pay:	\$10.25	Employment Type:	Full-Time
Job Location:	Hamilton	Hours of Work:	35hrs
Application Deadline:	Open	Start Date:	Open

Company Name: Protocol Global Solutions

Street Address:	77 James Street North Hamilton, ON L8R-2K3	Phone:	905-527-9797
		Fax #:	905-527-4402
Web Site:	www.protocolglobalsolutions.com	E-Mail:	

General Description of Duties:

With over 20 years of experience in the business, Protocol has grown to be a top innovator in seamless Direct Marketing and Customer Contact Center Solutions. Protocol proudly represents over 150 clients; including many Fortune 1000 companies. This has allowed us to grow into a secure, robust organization that continues to experience rapid and dynamic growth. Protocol Hamilton is always looking to attract only the best inbound/outbound contact centre agents. Successful candidates will receive professional paid training allowing for intimate knowledge of the organization while learning the skills necessary to deliver the highest level of service to all of our customers. Upon the completion of 6 months of service with Protocol, full time staff will be eligible for group insurance benefits, as well as 2 week's paid vacation per year. All of our agents also have the opportunity for vertical progression within our organization as we are strong believers in promoting from within. Ultimately, it is Protocol's commitment to performance on every level for every employee that sets us apart and makes our organization one of the best contact centers in the industry.

Skills and Experience Required:

An Agent's duties include:

- Practice exceptional customer service skills to patiently and politely respond to customer concerns, questions, and/or complaints
- Assure the presentation of the product respects the guidelines, script and validity set by the campaign, our Client and in turn Protocol
- Respect the minimum hour requirement of the employment status held
- Adopt and exercise a positive and professional attitude
- Troubleshooting and client retention
- Respect all requirements set within the campaign.
- .Ensure punctuality in respect to arrival time, breaks and lunches
- Assure data entry is valid and accurate when entered
- Must be able to achieve the goals of the program (Production, Quality, etc)
- Must be computer proficient, able to navigate several screens at one time

Qualifications needed to be a Protocol agent:

- Exceptional command of the English language both written and verbal
- Open availability
- Professional, self motivated and proactive
- Ability to read scripted materials
- Capable to work under pressure
- Strong keyboarding skills, 30 wpm minimum
- Exceptional organizational skills
- Team player and have good initiative skills

- Assertive, decision-making capabilities, ability to recognize buying signals
- Professional appearance and high level of maturity
- Strong working knowledge of the following systems: Word, Excel & PowerPoint
- Ability to work in ever changing fast paced environment
- Previous experience in the Inbound and/or Outbound Call Centre Industry preferred
- Outside sales experience an asset

All Candidates Must Be 100%Flexible for all shifts.

Call Center Hours of Operation: 24/7/365

How To Apply

Visit www.protocolglobalsolutions.com to apply

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