



## Job Description

Edecor is the nation's leader in specialized human resource benefits administration. Edecor continues to grow due to our leadership in the industry and client demand. To meet our growing needs Edecor is seeking non-sales **Part-Time Customer Service Representatives in our Call Center.**

## Summary

**Customer Service Representatives** are an integral part of the Edecor team as the first point of contact for our customers. They are the first-level help line for our customers, providing exceptional customer service to individuals inquiring about their tuition assistance applications, reimbursement requests, and other program-related questions. They resolve most calls and issues coming into the Edecor Call Center due to our commitment to "First Call Resolution."

## Essential Duties and Responsibilities of the Customer Service Representatives are:

- Comply with established Company policies and procedures
- Utilize a variety of tools developed to assist Customer Service Representatives in providing accurate and consistent information.
- Receive inbound calls from Edecor's customers regarding their tuition assistance applications, reimbursement requests, and other program-related questions.
- Treat all callers with respect and empathy
- Maintain a commitment to "First Call Resolution."
- Meet or exceed expectations of job performance which include call monitors, Key Performance Indicators (KPI), and Service Level Agreements (SLA).
- Assist with or assume other responsibilities as needed

## Job Qualifications and Requirements:

- 1-4 years of customer service experience, preferably within a call center environment
- Basic computer knowledge of MS Office, Adobe, and Internet Explorer
- Ability to operate multiple computer programs at one time
- **Ability to flex up to full time as needed, and work in an environment that supports a Monday-Friday 8 AM – 8 PM workforce.**

## Work Environment and Compensation:

- **Part-time shifts vary. Examples of available openings are 4 p.m. - 8 p.m.**
- **Busy season shifts vary. Examples of available openings are 11 a.m. – 8 p.m.**
- **Starting salary for this position is \$11.00/hr.**

If you are interested in the position and meet the requirements listed above please send your resume to [greenerpastures@edcor.com](mailto:greenerpastures@edcor.com) with the subject line "PT CALL CENTER REPRESENTATIVE".