

Customer Service

Benefits: Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

Salary range: \$20.43 to \$23.65 hourly

Employment status: Contract / Temporary to Hire

Description

We are in the healthcare industry and are located in Washington, District of Columbia, United States. We are looking for a Customer Service professional to join our team. The role involves supporting our elderly customers, assisting them with their needs, and ensuring smooth operations. This role offers a contract to hire employment opportunity.

Responsibilities:

- Providing high-quality customer service to our elderly customers
- Assisting customers in their day-to-day needs
- Lifting and handling items up to 30 pounds
- Helping seniors with their shopping carts and food boxes
- Answering inbound calls and making outbound calls as needed
- Utilizing data entry skills to maintain accurate customer records
- Corresponding with customers via email regarding their inquiries
- Utilizing Microsoft Excel and Word for various tasks
- Processing order entries in an accurate and timely manner
- Scheduling appointments for customers as required.

Requirements

- Proficiency in using Microsoft Excel and Microsoft Word
- Experience in customer service, preferably in a call center
- Ability to handle inbound and outbound calls effectively and professionally
- Skills in data entry and order entry
- Ability to correspond professionally via email
- Familiarity with scheduling appointments in a healthcare or NHS setting
- Excellent communication and interpersonal skills
- Ability to work in a fast-paced environment
- Strong problem-solving skills and ability to handle customer complaints
- Knowledge of healthcare or NHS industry would be a plus
- Ability to maintain patient confidentiality and adhere to data protection regulations.

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