

Call Center Representative

Contact: HOME DEPOT

Email: home_depot@countyjobs.careers https://al-marshall.countybuyselltrade.com/jobs/call-center-representative_southfield_83430

Address:	7924 Victoria Dr Ste 209, Southfield
Price:	Check with seller

DetailsApplyPOSITION PURPOSEThe Closing Sales Representative/ Contact Center Sales Associate is responsible for completing flooring sales and product inquiry transactions while providing professional customer service that consistently meets or exceeds company and customer expectations. The position is directly responsible for creating, maintaining and improving customer relationships with customers, store associates and field associates. The position is responsible to meet or exceed performance goals including individual sales, individual call quality and overall work production. The Closing Sales Representative is proficient in navigating through multiple software programs, including flooring installation programs, while typing notes and interacting on the phone.MAJOR TASKS, RESPONSIBILITES AND KEY ACCOUNTABILITIES60%- Perform flooring calls both to and from customers, store associates and field associates. Associate provides professional customer service while performing flooring sales transactions. 20%- Edit drawings and quotes within an installation programing software. Performs necessary follow up actions related to editing drawings and quotes in a timely manner. 20%- Utilize resources to provide solutions to customer installation inquiries.NATURE AND SCOPEReports to the HDMS Contact Center Manager. This position has no direct reports. ENVIRONMENTAL JOB REQUIREMENTSEnvironment: Located in a comfortable indoor area. Any unpleasant conditions would be infrequent and not objectionable. Travel: Typically requires overnight travel less than 10% of the time. Additional Environmental Job Requirements: MINIMUM QUALIFICATIONSMust be eighteen years of age or older. Must be legally permitted to work in the United States. Additional Minimum Qualifications:Education Required:The knowledge, skills and abilities typically acquired through the completion of a high school diplomas and/or GED. Years of Relevant Work Experience: 1 yearsPhysical Requirements: Most of the time is spent sitting in a comfortable position and there is frequent opportunity to move about. On rare occasions there may be a need to move or lift light articles. Additional Qualifications: Preferred Qualifications: 1-3 years previous customer service, call center and/or retail sales experience preferredKnowledge, Skills, Abilities and Competencies:Demonstrates ability to complete projects and assignments accurately, catching errors before completion, despite a large workload, competing demands and a fast paced environment. Ability, to set priorities, plan and coordinate, work activities, and obtain and

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