

Customer Service Performance Analyst

معلومات البائع

Automotive Insights Ltd : اسم:
Automotive Insights : اسم الشركة:
Ltd
+800 87X XXXX : هاتف:
United States : بلد:



تفاصيل الاعلان

موقع

United States : بلد:
California : الدولة / المنطقة / المحافظة:
San Francisco : مدينة:
24th St : عنوان:

مشارك

Customer Service Performance Analyst : المسمى الوظيفي:
وقت كامل : نوع الوظيفة:
\$ 17 : راتب:
ساعة : لكل:
المسمى الوظيفي:

Customer Service Performance Analyst -

A Customer Service Performance Analyst is an important part of the business. You will measure individual staff members and dealership centers on their ability to follow a Sales or After-sales process, via telephone or email programs. The information captured will then be presented using various reports and spreadsheets.

You will be working as part of a small team to ensure we provide accurate and consistent data to our clients. You will be required to achieve targets which will be regularly reviewed. The company is a small, young company that is growing around 50% per year with large aspirations of being market leader in 5 years.

This is an exciting opportunity for the applicant to join a growing, successful company with many opportunities to develop and progress within the company, once experience and knowledge has been developed.

Required Skills

- Reliability
- Accurate data entry and typing skills

- Attention to detail and strong organisational skills
 - High concentration levels
- Qualification in spelling and grammar (English Language)
- Microsoft Office experience (In particular, Outlook, Excel, Word)
 - The ability to learn new procedures quickly and efficiently
 - Interest in customer satisfaction and customer service
- The ability to work well in a team to ensure targets are achieved/exceeded
 - The ability to work under pressure

معلومة اضافية

تجربة: 13 سنوات
إجادة اللغة: الإنجليزية
التعليم: شهادة جامعية

