

Customer Service Performance Analyst



Info Vendedor

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Detalles del anuncio

Ubicación

País: Estados Unidos
Estado/Región/Provincia: California
Ciudad: San Francisco
Dirección: 24th St
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Común

Título del trabajo: Customer Service Performance Analyst
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Salario: \$ 17
Por: Hora

Descripción del trabajo:

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

Información adicional

Experiencia: 1 - 3 años
Competencia lingüística: Inglés
Educación: Grado universitario

