Customer Service Performance Analyst

Information de l'annonceur

Nom:	Automotive Insights Ltd
Nom d'entreprise:	Automotive Insights Ltd
Téléphone:	+800 (87X) XXX-X
Pays:	États-Unis
Ville:	
Site web:	

Détails de l'annonce

Localisation

Pays:	États-Unis
État/Région/Province:	Californie
Ville:	San Francisco
Adresse:	24th St
Soumis:	il y a 3 semaines

Commun

Titre d'emploi:	Customer Service Performance Analyst
Type d'emplois:	Temps plein
Salaire:	$ 17
Par:	Heure

Description d'emploi:

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

Information additionnelle

Expérience:	1 à 3 ans
Compétence de langue:	Anglais
Éducation:	Diplôme universitaire