

Customer Service Performance Analyst



Információ az eladóról

Név: Automotive Insights Ltd
Cégnév: Automotive Insights Ltd
Telefon: +800 87X XXXX
Ország: United States

Hirdetés részletei

Elhelyezkedés

Ország: United States
Állam/Régió/Tartomány: California
Város: San Francisco
Cím: 24th St

Gyakori

Munka megnevezése: Customer Service Performance Analyst
Munka típusa: Teljes munkaidős
Fizetés: \$ 17
Szám: Óra

Munka leírás:

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

További információ

Tapasztalat: 1 - 3 év
Nyelvtudás: Angol
Oktatás: Egyetemi diploma

