

Customer Service Performance Analyst



Informazioni sul venditore

Nome:	Automotive Insights Ltd
Nome della società:	Automotive Insights Ltd
Telefono:	+800 (87X) XXX-X
Nazione:	United States
Città:	
Sito web:	

Dettagli dell'inserzione

Posizione

Nazione:	United States
Stato / Regione / Provincia:	California
Città:	San Francisco
Indirizzo:	24th St
Pubblicato:	3 settimane fa

Comune

Titolo di lavoro:	Customer Service Performance Analyst
Tipo di lavoro:	Tempo pieno
Stipendio:	\$ 17
Per:	Ora

Descrizione del lavoro:

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

Informazioni aggiuntive

Esperienza:	1- 3 anni
Competenza linguistica:	Inglese
Formazione scolastica:	Laurea

