

Customer Service Performance Analyst



Informazioni sul venditore

Nome: Automotive Insights Ltd
Nome della società: Automotive Insights Ltd
Telefono: +800 87X XXXX
Nazione: United States

Dettagli dell'inserzione

Posizione

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

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

