

Customer Service Performance Analyst



Seller Info

Name:	Automotive Insights Ltd
Company Name:	Automotive Insights Ltd
Phone:	+800 87X XXXX
Country:	United States

Listing details

Location

Country:	United States
State/Region/Province:	California
City:	San Francisco
Address:	24th St

Common

Job Title:	Customer Service Performance Analyst
Job Type:	Full Time
Salary:	\$ 17
Per:	Hour

Job Description:

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

Additional information

Experience: 1 - 3 Years
Language Proficiency: English
Education: University Degree

