

Customer Service Performance Analyst



Informações vendedor

: Automotive Insights Ltd
Nome da Empresa: Automotive Insights Ltd
Phone: +800 87X XXXX
País: Estados Unidos

Detalhes do anúncio

Localização

Country: Estados Unidos
State/Region/Province: Califórnia
Cidade: São Francisco
Address: 24th St

Comum

Job Title: Customer Service Performance Analyst
Tipo de Trabalho: Full Time
Salário: \$ 17
Por: Hora

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

Informação adicional

Experiência: 1 - 3 Anos
Proficiência em Língua: Inglês
Educação: University Degree

