

CUSTOMER SERVICE REPRESENTATIVE III JOB IN BLYTHEWOOD, SOUTH CAROLINA



Location **South Carolina**
<https://www.genclassifieds.com/x-731739-z>

A top multinational IT Service Provider is looking to fill a part time Customer Service Representative III job at their Blythewood, South Carolina location.

Zip Code: 29016
Location: Blythewood, South Carolina
Hours per week: 25 (Part Time)
Contract: 3 Months

Main Requirements:

- Property and casualty experience is a plus
- High school Diploma or GED equivalent
- 5-7 years call center experience
- Insurance experience is a plus

Main Responsibilities:

- Responds to basic, multiple customer inquiries and requests
- Answers telephones and responds to basic customer questions and/or forwards call to appropriate personnel
- Researches customer inquiries and responds to appropriate parties in a timely manner
- Records calls, processes requests and updates account history with results of inquiry to include proper documentation
- Processes and distributes incoming and outgoing mail for multiple clients in accordance with established service level agreements

- Performs data entry and matches documents to appropriate accounts to verify up to date and accurate information
- Interacts with team manager to resolve customer issues and to coordinate customer service issues
- Prepares reports and submit report on a weekly basis to the data management manager
- Reviews and communicates modifications to policies and procedures to ensure efficient handling of customer inquiries
- Monitors customer transactions to ensure policies and procedures in accordance with service level agreements

Is this role just for you? Our client is ready to begin interviewing for this Customer Service Representative III job in Blythewood, South Carolina, so please upload your most recent resume to apply today!

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