

Description

A-NY IT SERVICE LLC specializes in a wide range of services, including tailored IT services and solutions for small and medium businesses. We are focused on providing every one of our clients with high-quality service and support. Our unique IT team is incredibly friendly and can help every step of the way in growing business. We expertly combine our services to provide customized help and support only get what you need and what you want. Our innovative approach starts with a thorough investigation of what the company needs to succeed so that we can ensure a perfect fit with our services.

When we encounter a challenge, we work tirelessly to overcome it, even when it seems all options have been exhausted. We revel in our accomplishments but understand that we must always be learning, listening, growing, and developing. And we always deliver on our promises because our clients and our reputation depend on it.

The Company is now looking for a highly organized, self-motivated, and team-oriented person for the position of the **Customer Service Officer**.

A Customer Service Officer is responsible for handling an array of front-facing duties. Some of these tasks, including interacting with customers over the phone and/or via email and social media. Throughout all these interactions, the Customer Service Officer must maintain a high level of professionalism and present the organization in the best light possible. Each interaction affects the company's bottom line in either a positive or negative way, so a great Customer Service Officer must add value to the organization. Customer service officers report directly to Head of Customer Relations.

Customer Service Officer must develop and enrich customer service experience and drive profitable sales, brand growth, and loyalty for many business areas.

No special skills are required for the Customer Service Officer position. Applicants with no work experience in the IT field are eligible as well. The most beneficial skills are interpersonal skills, fast learning ability, and desire to grow within the project.

A Customer Service Officer will communicate with the head of the department and with our customers providing information regarding services, prices, and terms of orders execution, forwarding this information to the head of the department. A Customer Service Officer will evaluate services we provide and services provided by competitive companies, analyze prices for the services, complete detailed report. A Customer Service Officer will be provided with all the necessary instructions to work with customers, examples of graphs, and reports. You will pass a detailed training process to join our team quickly. You will surely succeed.

You can get more detailed information on our official website:
<https://anyitservicellc.com>

Description

POSITION OVERVIEW

Title:

Customer Service Officer

Department:

Customer Service

Location:

United States

Employment Type:

Part or Full-Time (Home Based)

Payment:

\$4,500.00 per month, payable once a month

plus 2% for each transaction conducted with a client (timely informing about promotions, receiving and sending client requests to the chief manager, which subsequently led to the successful conclusion of an agreement with **A-NY IT SERVICE LLC**, with a significant contribution from the customer service department).

Annual Salary:

\$54,000+

Hours:

10am-4pm, Monday-Friday

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Benefits:

- Medical (\$0 Premium), Dental, Vision Insurance
- 2 Weeks Paid Time Off; 8 Paid Holidays
- Insurance available for Long-Term Disability, Life, Accident, and AD&D
- Work from the comfort of your home office
- Incorporate contract work into your schedule 24/7/365
- Eliminate the stress of transportation cost, commute time and wardrobe expense
- Enjoy a people-centric environment
- Good Salary
- A percentage from customers transactions
- Professional development
- Providing specialized courses and seminars for our workers
- Career opportunities

As a Customer Service Officer, you will be part of an evolving organization that built its reputation on providing our customers with the best possible service. Our employees are one of the main keys to our continued success, therefore, we are committed to your professional development and you may find opportunities for advancement to roles of greater responsibility within our organization.

Build a rewarding career with an industry leader!

We are proud to be an equal opportunity employer, and are committed to a drug and alcohol-free workplace.

Requirements and Qualifications:

- One year of experience using Microsoft Office
- Basic knowledge of office equipment
- Basic computer knowledge

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- Honesty and transparency with the company and clients at all times
- Outgoing, fun & energetic with an upbeat personality
- Accountability and Coach-ability
- Pass a criminal background check
- Reliable and adaptable
- Driven to succeed

Customer Service Officer Position has very few requirements in terms of education and work experience. A high school diploma is the only entry-level education requirement. In accordance with company's (Customer Service Manager's) instructions, Customer Service Officer refers to arranging the movement of finances from the supplier to the client or other point of destination. Customer Service Officer must record information and report to the Customer Service Manager about every finance activity.

Customer Service Officer has a responsibility to not give out any information to third parties concerning the deal without the approval of the appropriate parties and principals. At the same time, the Customer Service Officer has a legal obligation to reveal and disclose any new, detrimental, or material information that was previously unknown to the parties. Moreover, our Customer Service Officer must maintain the highest level of trust and maintain a good working relationship with all participants.

Duties:

- Information and support of the team
- Processing mail, business correspondence
- React immediately to all notifications (email's, phone calls)
- Document photographing and sending
- Give necessary information to clients and callers
- Recommend potential products or services to management by collecting customer information and analyzing customer needs

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- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
- Work with the customer service manager to ensure proper customer service is being delivered
- Compile reports on overall customer satisfaction
- Contribute to team effort by accomplishing related results as needed
- Composes and types routine correspondence and reports
- Answers and screens telephone calls from the customer service manager and customer service support team
- Create and maintain reports about customer interactions.
- Develop a rapport with customers.
- Makes copies of correspondence or other printed materials
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution

Enjoy working in your home, developing your work schedule with no commute through the daily havoc of traffic.

Our home-based agents receive one on one objective guidance while balancing and enjoying life on their terms. Ready to make your next career move with confidence? APPLY TODAY and move one step closer to achieving your financial goals working from home, as we offer real jobs as real solutions to your real problems!

*The positions that we offer are ideal for stay-at-home parents, retirees, college students, veterans, anyone in need of a supplemental income, and anyone who currently does not have a source of income. **BE YOUR BOSS WITH US!***

Don't hesitate to contact us at any time.