

Indeed.com

Remote Work/Work from Home Customer Service Agent (English Speaking)- job post PSG Global Solutions

Madison, WI-Remote

\$12 - \$14 an hour - Contract

We're looking for a **Remote Work/Work from Home Customer Service Agent (English Speaking)**, working in the **BPO** industry in **Madison, Wisconsin, United States**.

- Provide exceptional customer service support in English.
- Handle customer support based calls including website tech support, payment and enrollment concerns, membership retention and cancellations.
- Answer questions about the service.

Our Client

Our client is a next-generation contact center and technology company. Combining domestic and off-shore offices with virtual agents. Creating a close-knit and family-oriented experience that may be as virtual as it is real. Employees take notice, with a Glassdoor rating of 4.4 and 87% saying they would recommend working there. Creating positive customer sales and service experiences. Developing customized solutions for large and forward-looking brands. Engaging their clients' customers on email, live chat, social media, and voice calls. Making their customers take notice - avoiding long hold times to help customers get what they want. What they need. Is this position what you need? What's holding you back?

Experience Required for Your Success

- Relative experience in Customer Service is preferred
- Proficient in English Communication
- Must own Windows PC (Laptop/Desktop) – minimum 8GB RAM
- Must have a solid (Ethernet Cable) Internet Connection to PC with at least 10 Mbps Download Speed and 5 Mbps Upload Speed
- Must pass an online test verifying if PC Setup and Internet connection meet minimum requirements for remote work
- Must have wired headset with microphone connected to PC
- Must reside within the following States supported by Government issued ID – Texas, Iowa, Michigan, Illinois, Wisconsin and Florida
- Ability to pass basic background check
- Must be available with the following work schedule hours - Hours and Days of Operation: 10:30 AM – 7:00 PM CST Monday to Friday, No Weekend

Customer Service and Sales Representative - Remote- job post TTEC Wisconsin-Remote

\$17 an hour - Full-time

At TTEC, we are all about the Human Experience. Elevated. You can be a part of creating and delivering amazing customer experiences... and at the same time... #experienceTTEC, an award-winning, employment experience as a Customer Service and Sales associate. In this role, you'll grow your career by connecting your customer service and sales aptitude to become a Licensed Insurance Agent work from home. That's right. TTEC is paying you to train, study, and take your state insurance exam. We even pay for all your licensing fees and continuing education credits. It's time to take your career to the next level with TTEC.

Our TTEC work from home team has 41 preferred residency states. We do not hire residents of AK, CA, HI or outside of the United States.

As a TTEC Customer Experience Champion, You'll Enjoy

- Work from home
- Knowledgeable, encouraging, supportive and present leadership

- Diverse and community-minded organization
- Career-growth and lots of learning opportunities for aspiring minds
- And yes...all the competitive performance bonus opportunities and benefits you'd expect.

What You Can Expect

- FREE licensing course (and you'll be paid for your time to boot) that can be taken from any internet-accessible device
- Flexible and growth-oriented study sessions
- All state licensing exam fees covered by company
- Yearly renewal of license provided by TTEC as your employer
- Company-provided computer once you have secured your license
- Knowledgeable, encouraging, supporting and present leadership
- Diverse and community minded organization
- Career-growth and lots of learning opportunities for aspiring minds
- TTEC at home offers full-time regular and seasonal roles. Depending on the program, role and local minimum wage guidelines, base hourly wage of \$17.00 as you earn as you learn. Once you receive your license, you will receive an increase to the base wage as you enter production on the program and the potential for a healthcare season completion bonus.
- And yes...all the competitive performance bonus opportunities, health and wellbeing, financial and income protection, and paid leave benefits you'd expect and maybe a few that would pleasantly surprise you. For full details on our benefits, visit <https://mybenefits.ttec.com/us/candidates/>.

What You'll be Doing

Do you have a passion for helping others and giving them peace of mind? Whether it's getting answers for customers quickly, consulting on products with compassion or resolving their issues with a smile, you'll be the difference between their customer experience being just average or an exceptional one. We'll train you to be a subject matter expert in your field, so you can be confident in providing the highest level of service possible. And we trust you already have the necessary ingredient that can't be taught-a caring and supportive nature that will shine through as you help customers through some of the more difficult times in their lives. You'll also have a chance to make great new friends and grow your career in a high-energy, family-friendly atmosphere.

Once you become a Licensed Insurance Agent, on a typical day, you'll

- Assist individuals in understanding their coverages and selecting the right products, services and best solutions to meet their personal needs
- Be providing full lifecycle customer service and sales where you could accept inbound or might be calling out to provide follow up
- Respond to customer inquiries with compassion and active listening and select the best solution in an efficient manner
- Identify additional needs customers may have and help them to upgrade products or services

Why You? What You Bring

- High speed internet access (>15 mbps)
- Aptitude, self-discipline and tenacity to be learn about what it takes to become a licensed insurance associate including passing the state licensing exam (and yes... we will help... those who take it seriously and accept our coaching are extremely likely to pass on the first try... a few have to take it again... and yes... we'll help you through that too!)
- Ability to maintain and follow strict personal privacy for customer information
- Strong customer service orientation
- High school diploma or equivalent is the minimum and... with education... more is better
- Handy with MS Windows and other computer applications

Technical Customer Service Advisor - Work from Home- job post Confidential Wisconsin•Remote \$9 - \$21 an hour - Full-time

As a Tier 1 Tech Support Advisor you will be supporting our client's customers as a first point of contact and resolving their technical issues. We will rely on you to actively listen to our clients' customers, use your technical experience, passion and creativity to meet their needs and deliver a world-class experience across every interaction you have with them.

In this role, you will not only be there to help customers with their account issues, but also provide them with exceptional service. You will be working independently from home and will be expected to collaborate with management and co-workers in a remote setting.

To be successful in this role, you should have the ability ensure call resolution in a timely manner, have excellent verbal and written communication skills, maintain the highest standards of quality, guarantee customer satisfaction on every call, provide product solutions, and perform other duties as assigned.

Conduent has an exciting opportunity waiting for you, if you:

- Are you a problem solver who can patiently listen to, understand, and address complex customer issues
- Have strong people skills to build a genuine connection with a customer
- Can navigate multiple applications and research solutions with ease
- Love helping people and guiding them to the best solution for their issue
- Are excited by innovative technology
- Want to work with one of the world's most recognized brands
- Provide calm conflict resolution and problem resolution for frustrated customers
- Can work in a structured environment for the duration of your allotted, full-time schedule taking high-volume calls from customers
- Can commit to 100% attendance for three weeks of paid training

We have a variety of schedules available and will include at least one weekend day.

To meet our requirements, you should:

- Be at least 18 years or older
- Have a High School Diploma, or equivalent
- Be able to successfully pass a criminal background check
- Have at least six months of customer service experience
- Preferably, have previous Contact Center and/or work from home experience
- Have strong computer knowledge, including ability to accurately type at least 30 wpm; familiarity with iOS and/or macOS, or comparable technology is preferred
- Be able to work independently with discipline and motivation to succeed in a virtual environment
- Have excellent English written and verbal communication skills
- Be courteous and friendly with high degree of professionalism
- Thrive in a fast-paced work environment
- Live in one of the following states AL, AR, AZ, CO, CT, DE, FL, GA, ID, IN, IA, KS, KY, LA, ME, MI, MS, MO, NE, NV, NH, NJ, NM, NC, ND, OH, OK, PA, RI, SC, SD, TN, TX, UT, VT, VA, WA, WV, WI, WY

In return we offer:

- \$14.25 per hour plus incentive and bonus programs
- Health Benefits for you and your family, including medical, dental, vision
- Ability to develop your skills and grow your career
- Paid Time Off
- An opportunity to work for a company passionate about helping people

Below is what you'll need to do to be considered for this position. It will take less than 20 minutes and includes everything required at this stage!

- Apply to the role and provide your basic profile information (2 minutes)
- Answer prescreen questions to be sure you meet the minimum requirements for the role (3 minutes)
- Complete a typing test (2 minutes)
- Take short assessment to determine your fit for the role and set everyone up for success (10 minutes)

For the typing test and assessment you will need to have access to a computer with a keyboard. If you do not have access to one at this moment, please complete the other steps and then find a local public computer to complete steps 3 and 4. You can access a computer with a keyboard a local coffee shops, library, shipping stores or just search for “public computers near me”. Once you access to a computer, you can login to your account and complete the application process.

If you do not complete all the steps we will send you an email reminder. If you don't hear from us please check your spam folder for messages from the recruiting team.

We are currently NOT hiring in the following geographies:

States: AK, CA, HI, MA, IL, MT

Metro Areas: MN – Minneapolis, IL – Chicago, NY – New York City, OR - Portland, MD - Montgomery County, WA - Seattle, Washington, DC.

Job Type: Full-time

Pay: \$9.00 - \$21.00 per hour

Benefits:

- Dental insurance
- Health insurance
- Paid time off
- Vision insurance

Membership Sales Specialist - Full Time Work From Home- job post Association of Professional Builders Madison, WI 53558-Remote

\$58,000 - \$88,000 a year - Full-time

We're looking for some who...

- Has the ability to follow clear procedures (we are a procedure driven company that requires all team members to follow our processes without exception or deviation).
- Is a go-getter that isn't afraid to ask for the sale.
- Thrives on challenging themselves (maybe you're a marathon runner or chess champion).
- Has a communications and/or psychology background (there's a big psychological component to this role, you must know how to communicate to get the right information and overcome objections with different personalities in front of you).
- Has a good understanding of CRM and has the ability to record detailed notes (this will be vital to your own success).
- Exudes confidence and enjoys talking over the phone, crafting personalised messages via sms & email.

Key responsibilities include...

- Responding to new membership enquiries and signing up new members.
- Welcoming and onboarding our newest members.
- Supporting current members with their membership benefits.

Successful candidates will be personally mentored by APB Head of Sales, Paul Varghese. So not only will you be helping others, but you will also be growing your own knowledge in all aspects of business with a particular focus on marketing and sales.

This position will be working remotely therefore you must:

- Have a fast and secure internet connection.
- Have the ability to work from home without distraction.
- Be organized and systemized.

(If you aren't a systemized person...don't apply)

We are looking for team members who align with our core values which are:

- We never make assumptions, we ask more questions.
- We always do the right thing, even when no one else is looking.

- We acknowledge the wins.
- We don't take things personally.
- We make decisions and own the result.
- We are impeccable with our word.
- We trust but verify.

(Tip: We'll be asking you about these values in your interview!)

Here's what's in it for you:

- Full-time role with an immediate start.
- All leads provided.
- Generous base salary of \$58K.
- Uncapped commissions structure so you get rewarded for your efforts. (On target earnings \$58K - \$88K+)
- Join a growing company that is changing people's lives.
- Work from home - our entire team is remote!

"Professional company filled with good people. Great flexibility in terms of 100% work from home. Super collaborative environment with "best idea wins" as opposed to office politics and ego etc. Suits a self motivated / go-getter type willing to learn and improve all the time. Friendly Australian cultural vibe but welcome to non-Australians too (of which there are several and they fit in just fine)."

- Anon Indeed Review from Members Sales Specialist

"Progressive and above the line culture, team and work environment. Amazing experience in being able to grow and learn daily with a team of highly supportive, experienced and creative colleagues/management backed by a marketing team and internal systems that make your role impossible to not succeed. An empowering remote working setup that al takes work/life balance to the next level."

- Anon Seek Review from Membership Sales Specialist

Virtual Call Center Agent - Wisconsin- job post Dynata Madison, WI•Remote

\$10 an hour - Part-time

Job description

ALL VIRTUAL AGENTS MUST BE LOCATED AND WORK IN WISCONSIN

Join the Dynata team and become a part of our Virtual Call Center!

Agents in our virtual call center make calls to consumers across the country to gain their opinions on a variety of topics!

Work from home with a flexible schedule that works for you. Agents will earn a wage of \$10/hr.

As a telephone interviewer you will be responsible for conducting surveys over the phone and recording the response you receive with accuracy. **There are NO sales or collections.**

Requirements:

- Ability to read and speak clearly
- Ability to handle difficult calls in a professional manner
- Must be able to work within the hours of 4PM-11PM (Central Time)
- Must be 18 years or older
- Ability to provide own equipment (laptop, headset, etc.)
- Have a dedicated, quiet working space that is free of distractions to conduct business

Join the Dynata team today!

Job Type: Part-time

Pay: \$10.00 per hour

