Position Title:	Inbound Marketing Advisor (Call Center), part-time
Location:	Remote Killeen, Texas
Position Description:	The Inbound Marketing Advisor will be responsible for becoming acclimated with multiple call types, including To Go/Catering calls for restaurant and Sales calls from prospective customers. The ideal candidate will have extensive sales and upselling experience. This knowledge will be utilized to overcome objections and close sales, capture orders while "suggestive pairing", and increase average ticket value. The employee will be highly familiar with the objective of meeting necessary service levels. Food orders are created that explain the customer's request and are transmitted to a specific restaurant location for pick-up. Inbound Advisors communicate directly with store locations concerning a change to a customer request and/or service issue that requires special attention and/or escalation.

Position Responsibilities:

- Answer calls, handle customer inquiries and orders
- Research required information using available resources
- Manage and resolve customer complaints
- Provide customers with product and service information
- Enter new customer information into system
- Update existing customer information
- Process orders, forms and applications
- Identify and escalate priority issues
- Route calls to appropriate resource
- Follow up customer calls where necessary
- document all call information according to standard operating procedures

Position Requirements:

- High school diploma or equivalent
- Proficient in relevant computer applications
- Required language proficiency
- Knowledge of customer service principles and practices
- Knowledge of call center telephony and technology
- Some experience in a call center or customer service environment
- Good data entry and typing skills
- Knowledge of administration and clerical processes

Application Mechanism:

For more information, please contact Ms. Brittany Adkins, HR Assistant, badkins@nextechsrv.com

http://www.nextechsrv.com/careers/