

CALL CENTER 777

Immediate Solutions, LLC.

Inbound Support & Mediation Program

Owner : Dornett McIntosh

1/16/2019

HR Personnel: Sarah Kalashnikov 860-463-7106

Immediate Solution

Inbound Support & Mediation Program

- Immediate Solutions LLC is looking to hire 10 people part time that are willing to work fulltime hours. Employees will have to file 1099.
- The start rate will be \$11.00 an hour. Individuals must know the basics of how to operate a computer and have great customer service skills.
- Four weeks of training will be provided 4 hours per day (training is not paid for, but those that are trained are guaranteed to start working immediately after training is completed).
- Those who get the job must be willing to work from home we are a uninterrupted from 7am - 3:30pm or 8am - 4:30pm.
- Depending on performance from home, individuals will be able to work permanently from home; there will be plenty of overtime for those who desire.
- To be considered for one of these positions, individuals must be willing to go through a background check, have a decent computer, and have hard wired internet (not Wi-Fi).
- You must have a private work space that is quiet. Please contact administrator Sarah Kalashnikov if you are interested at 860-463-7106, thank you.

Immediate Solutions

About Us

Our company works with customers to ensure they receive the best experience. through our virtual solutions network with access to fortune 500 clients. We are meet client needs by connecting them with hard working people like you.

Our company specializes in providing excellence customer service with over 20 yrs. experience in the areas listed below.

- Telecommunications and Utilities
- Customer Service/Tech in leading cable and internet provider
- Customer Service in roadside assistant companies

- Customer Service/Sales in well known .com B2B company
- Customer Service in leading home services companies
- French – Bilingual Customer Service
- Healthcare Customer Service
- Bilingual-Spanish Customer Service

Immediate Solutions prides itself on providing quality support to ensure the most efficient and timely solutions are given to our customer's. With our support service, everyone feels like they can belong anywhere and we provide them the key to achieving this.

By signing up you agree to the terms of service. You understand that you are not considered as an employee but as an independent contractor only. You are aware that because you are an independent contractor you are not eligible for overtime or any type of benefits of any kind.

You also understand that training is not paid & that you are responsible for the cost of certification courses. You understand you will begin receiving revenue after fully completing the programs certification course.

You understand that you are responsible for your own schedule but depending on what client you choose to service for may require you to service for them for an

unspecified number of hours per week per client. You understand that the client may require you to meet specified performance requirements.

What expected from Immediate Solution Employees

What to Expect On a day-to-day basis when working for Immediate Solutions Call Centers.

Employees will be expected to perform the following tasks when servicing our client's customers:

- Handle calls from customers with issues relating to activities such as website issues, profile issues, property issues, and more.
- Provide knowledgeable, friendly client service to the worldwide community and properly resolve customer challenges as needed by phone and/or email.
- Research and troubleshoot problems using available resources.
- Handle issues appropriately.
- Respond professionally to inbound contacts, including urgent situations
- Compose thoughtful, articulate, and accurate messages, or customize prepared responses to customer emails.

Capabilities of Top Performing Call Center Operators for this Program:

- Demonstrate experience;
- Problem solve, mediate, and negotiate;
- Providing service with patience, empathy, a unique ability to manage stress, the ability to work under pressure, and adapt to adverse situations;
- Efficient writing and verbal communication skills;
- Ability to provide knowledgeable, friendly, and eloquent customer service;
- Knowledge of and experience with measuring and improving customer

satisfaction and loyalty across broad functional areas and diverse geographies;

- Familiarity with ticketing systems;
- Strong mediation skills and experience working with users to identify best solution;
- Experience with policy work, or help resource project management;
- Previous demonstrable experience with creation of online help resources.



Combo Package
for Call Centers,
and work from
home agents

Voicelync Binaural
w/PD100 Dial Pad

\$79.95

Sometimes
you get these
items on
Amazon at
cheaper cost



BEST SELLER

Logitech H390 **USB ClearChat Headset with Noise Cancelling Microphone**

★★★★ 188

- Padded headband and earcups
- Pure digital sound
- Adjustable noise-canceling microphone