

Customer Service & Sales Specialist II - Belfast, ME - 2nd Shift : 1300031234

US-ME-Belfast

Description

Provides customer solutions to moderately complex or escalated issues by providing seamless delivery of service, sales and/or fulfillment requests by answering calls, text messages or emails in a contact center environment. Requires knowledge of multiple products and ability to deepen or retain relationships through service and sales. May perform routine account-related transactions. Involves referring customers to the appropriate line of business for products not supported. May be required to solve problems and investigate/resolve a wide variety of issues and requests that include gathering additional information, setting expectations and working with other support organizations to fulfill the request. May handle escalated issues by successfully navigating the organization to resolve customer requests. Routes, maintains and tracks outstanding servicing requests and provides thorough follow up. Accountable for the successful resolution of all customer requests. Typically requires 1-2 years of experience.

Qualifications

Requirements :

Ability to work within the operating hours and days for this position as outlined in the posted job requisition.

Ability to work the required days and hours as listed in the job requisition without any absences or vacation time in order to attend mandatory training

At least an intermediate ability in computer skills

A minimum of 1 year of experience working with customers

At least 1 year of experience handling difficult situations with customers

Intermediate proficiency (1-3 years of experience) in written and verbal communications

At least 1 year of experience working in sales

Desirable skills/experience:

Ability to work weekends, either rotating or set days as outlined in the job requisition

Ability to work evenings, either rotating or set days as outlined in the job requisition

A minimum of 1-2 years of experience in the Banking/Financial industry

A minimum of 1-3 years of experience working in a call center

A minimum of 1-3 years of experience working in customer relations

A minimum of 1-3 years of experience performing repetitive tasks based on existing operating procedures under close supervision or from detailed written procedures

Please Apply at :

<http://careers.bankofamerica.com/JobDetails.aspx?SearchPage=ASP&CountryId=1&JobId=1300031234&stateid=20&cityid=-1&travel=-1&jfamily=&lang=&fullpart=&shift=&datepost=0&keywords=1300031234&jobareas=-1|-1&feedname=BOAFEEDUSA&BOAFeedName=&jobfamilyid=0&internationalcity=&LocationID=0>