

Open Position – WAH- Call Center Agent

Do you enjoy helping others and interested in learning about outdoor recreation? Are you looking for flexible scheduling options, as low as 25 hours a week? Do you have strong customer service and phone skills? Aspira is looking for customer service call agents. This is a seasonal, part-time position.

Perks:

- Great work environment and awesome co-workers.
- 401K available to all employees
- Internal growth opportunities
- Incentive program, all agents are eligible from Day 1 of live calls!
- There are no out-bound calling or sales commission requirements; w
- Wage is based on location; bi-weekly paychecks

Since 1997, our customer service agents have been assisting customers with camping & activity reservations, as well as hunting & fishing licensing needs across North America.

Basic requirements:

- Comfortable with customers over the phone and willingness to help
- Basic computer skills including internet knowledge (such as basic searching and queries), light email, some basic technical terminology
- Typing speed of 20 to 30 wpm
- Be able to provide a minimum of 25-29 hours of schedule availability, including weekend availability

What you will need to work from home?

- A quiet work environment that provides the following:
- You will need a standard phone line. First choice is POTS/Analog phone landline. We are able to accept some cable/digital providers. We are not able to accept cell, satellite or VoIP providers.
- High Speed internet connection and be able to be connected directly to the vendor's modem by Ethernet cable (NO wireless).
- Modem and phone line need to be accessible from your intended work station.
- Have a desk top monitor (NO all-in-one computers, tablets, laptops or TV's as monitors).

Job duties include:

- Our seasonal needs are expected to run through the end of September 2018.
- Provide over-the-phone assistance for client requests and questions.
- Accessing company programs within company databases to meet customer requests.
- Communicate effectively while referencing Company scripted material, policies, guidelines, and procedures.
- Maintain productivity goals and quality assurance standards.

- Maintain an excellent attendance record.
- Attend all mandated training sessions, including any ongoing training and development plans.