

America*s Job Center of California

13160 Mindanao Way, Suite 105

Marina del Rey, CA 90292

Telephone: 310.309.6000 Fax: 310.309.6032

BI-LINGUAL SPANISH CALL CENTER REPRESENTATIVE

- ⇒ You must create an online profile on the CalJobs website: www.caljobs.ca.gov
- ⇒ Email your resume as a WORD document to: phoward@jvsla.org
- ⇒ Next step will be a Telephone Interview with Employer

*Our client is seeking bi-lingual Spanish speakers for a high-volume, highly rewarding call-center opportunity in Culver City. The position has unlimited earnings potential with the average Representative making **\$35k - \$40k while top performers make more than \$60k!***

Hours: 9 am – 9 pm (various shifts)

Salary: \$12/hour + commission

Benefits: Health Care Plan HMO or PPO; Dental & Vision; Employee Assistance; Program; Flexible Spending Accounts; Income Protection Retirement Savings Program; Paid time off (vacation, sick day, and Holiday pay); Continuing training and education provided.

PURPOSE

- To Improve Customer Retention Through The Use Of Outstanding Customer Service

REQUIREMENTS

- Ideal candidates will have **OUTSTANDING CUSTOMER SERVICE SKILLS** demonstrated by the ability to maintain a calm and professional demeanor at all-times
- Ideal candidates will show proven understanding of how to handle customer complaints, professionally, while applying sales techniques to help retain customer loyalty
- **MUST HAVE** High school diploma or GED
- Candidates for this Bilingual role must be able to read, write, and converse fluently in Spanish
- An assessment of bilingual fluency is part of the application process

