

Technical Service Advisor

Our client has been recognized as offering the best customer support in the industry, and there are thousands of reasons why: our customer service advisors. They're inquisitive, technical problem solvers, and great listeners. Are you? Do you like the way it feels when you help others?

As a Technical Service Representative, you will support people who contact us for help, you will be their human connection: friendly, attentive, and real. You will answer questions about our client's products and services, enriching customers' lives by helping them access the wonder they've come to expect in the product. Every time you save a customer's day, you will be astonished at what it does for yours.

Are you a problem solver that easily connects with customers? Are you fanatical about the customer experience you provide? Do you enjoy exceeding expectations with your guidance, knowledge, and a real passion for technology?

We provide a 1-year training program, so you can move from Tier 1 support and increase your knowledge and experience to get to Tier 2, with each change you will see an increase in your hourly wage and incentive. We bring everyone in as an advisor and look to invest in your future with us, we are recruiting around 1 team leader a month as well as roles in Training and Quality. If this sounds like you, you could be the next great advisor with Concentrix Burnside where we're committed to helping employees explore their potential.

Key Qualifications:

- Minimum 1-year customer service expertise or proven technical ability
- Experience supporting customers via phone, e-mail, chat
- Passion for customer service and ownership of the customer experience including comprehensive issue resolution
- Able to effectively tailor communication and style to differing audiences
- Able to self-manage and work independently in a fast-paced, constantly changing environment
- Thrives on a team where expertise is shared, and feedback is welcomed
- Effective time management including ability to multi-task, organize and prioritize
- Able to research and grasp technical information across multiple tools while talking with customers
- Aptitude for acquiring skills in technical troubleshooting and an eagerness to learn and take on new challenges

Additional Requirements:

- Available to attend 6 weeks of training on a schedule that may include weekends
- Flexible to work between the hours of 9am-9pm 7 days a week, 364 days of the year. Including weekends and holidays, with the possibility to flex up or down hours depending upon business needs
- Successful completion of a pre-employment assessment and background check
- Successful completion of initial training
- Ability to meet minimum typing speed of 25 WPM while talking with customers
- Excellent verbal and written communication skills

About our Campus:

- Above average starting wages \$16 an hour to start, no strings attached
- Free gym access
- Free refreshments and fruit daily
- SLIDE
- Natural Light
- Community Garden
- Walking paths

Apply today and be the next best advisor;

www.concentrix.com

burnsiderecruiting@concentrix.com

WE ARE DIFFERENT BY DESIGN™

Job Type: Full-time

Salary: \$16.00 to \$18.00 /hour