



Bilingual Home Depot Phone Agent

Contact: HOME DEPOT

Email: home_depot@countyjobs.careers

https://ak-aleutianseast.countybuyselltrade.com/jobs/bilingual-home-depot-phone-agent_kennesaw_78643

Address:

10032 E 63rd St, Kennesaw

Price:

Check with seller

DetailsApplyPOSITION PURPOSE The Homedepot.com Online Customer Service - Phone Representative provides quality and professional customer service that consistently meets or exceeds Company standards of excellence and customer expectations. The position is directly responsible for creating an effortless customer experience by answering questions about products, orders, and services available through the homedepot.com e-commerce platform. The representative will interact with multiple customers over the phone on a daily basis and perform sales and product/order inquiry transactions. Representatives are expected to find ways to satisfy customer needs and to simplify the customer experience. A high expectation of customers include representatives speed to solution, accurate information, empathy, and attention to detail. The representative will act in a way that positively represents the Company and increases the customer s likelihood to shop again. **MAJOR TASKS, RESPONSIBILITES AND KEY ACCOUNTABILITIES** 20%- Answers inbound phone calls from customers, quickly assesses customer needs and proactively provides solutions with a high degree of accuracy. Provides superior customer service while handling inbound calls for product inquiry, order placement, and order follow-up. Documents details of customer interaction into system. 20%- Drives customer loyalty by providing, excellent service, accurate product and service knowledge to customers and looks for ways to reduce customer effort in ordering, shipping, order inquiry and return/refund experiences. 20%- Keeps customers informed on the status of their order, reconciles errors in a cost effective manner, resolves post-order issues such as returns and follows up to ensure all customer needs are fulfilled. 10%- Where needed, acts as liaison between customer and manufacturer, as well as between customer and freight carrier. 20%- Meets or exceeds various performance requirements, including but not limited to: customer service skills, accuracy, schedule adherence, speed to resolution, etc. 10%- Partners with escalation group to obtain additional order support, customer follow-up, or handling of complex customer cases. **NATURE AND SCOPE** Position reports to Supervisor Contact Center No direct responsibility for supervising others. **ENVIRONMENTAL JOB REQUIREMENTS** Environment: Located in a comfortable indoor area. Any unpleasant conditions would be infrequent and not objectionable. Travel: Typically requires overnight travel less than 10% of the time.**MINIMUM QUALIFICATIONS** Must be eighteen years of age or

older. Must be legally permitted to work in the United States. Education Required: The knowledge, skills and abilities typically acquired through the completion of a high school diploma and/or GED. Relevant Work Experience: None. Physical Requirements: Most of the time is spent sitting in a comfortable position and talking.



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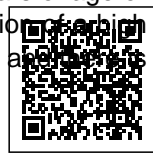
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