

Job Description

Job Summary

Must have a passion for helping people!

KECH, Inc. is a HUBZone certified, Woman Owned Small Business (WOSB) founded by leaders who bring knowledge and experience that span 45+ years of success in IT services, service desk, and contact center. KECH is committed to helping our clients achieve extraordinary customer service, one great interaction at a time. KECH is an equal opportunity employer

Responsibilities and Duties

- Provide superior customer service in a contact/call center environment through phone and other channels of correspondence.
- Handle questions and concerns with the highest degree of courtesy and professionalism.
- Communicate and provide accurate answers to resolve end-users' questions and concerns.
- Display empathy, have a passion for customer service excellence, and enjoy helping people.
- Use a tactful manner and ability to effectively deal with difficult situations.
- Maintain knowledge of systems/applications/products serviced by the contact center.
- Ability to follow strict work instructions and procedures.
- Adapt to continual changes to work instructions and procedures.
- Available for a flexible schedule from 8 AM to 9 PM ET, Monday through Friday.
- Attend training as needed.
- Listen to performance feedback and integrate suggestions into your daily tasks.
- Demonstrate a strong attendance record and excellent work ethic.

Qualifications and Skills

- Effective listening & comprehension skills
- Ability to closely follow instructions
- Outstanding verbal & written communication skills
- Analytical & resourceful problem-solving skills
- Proper telephone etiquette
- High level of accuracy & attention to detail
- Computer literacy, technical aptitude & familiarity with basic office software systems
- Ability to work independently & in a team setting
- Flexibility to work different shifts with the possibility of overtime, when needed

Must have HS diploma. Prefer a minimum of 6 months customer service experience. **Candidates must pass an extensive background check and credit check to begin work. Candidates must be eligible to obtain a government security clearance and cannot be delinquent on any Federal debt.**

Benefits

VACATION: 2 weeks paid vacation after 1 year of service, 3 weeks after 5 years, and 4 weeks after 15 years.

HOLIDAYS: A minimum of ten paid holidays per year: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day.

Full medical, dental, vision, and life benefits available.

Access to hundreds of on-line classes, and corporate discounts!

Job Type: Full-time

Salary: \$11.07 to \$15.34 /hour