



<https://workentropy.com/job/customer-experience-associate-i-jamaica/>

## Customer Experience Associate I

### Description

JMD\$380.00 gross hourly (\$790,400.00 annually), maximum Semi-monthly incentive \$15,386.36

### Job Track Description:

Performs business support or technical work, using data organizing and coordination skills.

Performs tasks based on established procedures.

In some areas, requires vocational training, certifications, licensures, or equivalent experience.

### General Profile

Expands skills within an analytical or operational process.

Maintains appropriate licenses, training, and certifications.

Applies experience and skills to complete assigned work.

Works within established procedures and practices.

Establishes the appropriate approach for new assignments.

Works with a limited degree of supervision.

### Responsibilities

### Functional Knowledge

Has developed skillset in a range of processes, procedures, and systems.

### Business Expertise

Supports to achieve company goals by helping teams to integrate and work together.

### Impact

Impacts a team through quality of the services provided and information shared.

Uses discretion to modify work practices and processes to achieve results or improve efficiency.

### Hiring organization

Conduent Business Services LLC

### Employment Type

Full-time

### Beginning of employment

8/25/21

### Duration of employment

TBD

### Industry

Contact Center

### Job Location

Remote work from: Jamaica

### Working Hours

07:00-14:00

### Base Salary

\$ 380 - \$ 380

### Date posted

August 25, 2021

### Valid through

01.01.2022

Apply Now!

**Leadership**

May give informal guidance to junior team members.

**Problem Solving**

Ability to problem solve, self-guided.

Evaluates issues and solutions to provide the best outcome for the client and end-users.

**Interpersonal Skills**

Exchanges information and ideas effectively.

**Responsibility Statements**

Assesses calls to provide service immediately, be transferred, or require follow-up for client resolution.

Identifies customer needs by referring to case notes and examining each as a specific case.

Performs routine call center activities concerning business products and services.

Uses standard scripts and established guidelines while under supervision, to meet SLAs.

Provides customers with information that is specialized.

Communicates in a warm and empathetic manner.

Gathers all necessary information to update the database.

Escalates issues to senior levels, based on complaints or concerns.

Explains company policies to customers.

Responsible for the end-to-end resolution of customer issues.

Performs other duties as assigned.

Complies with all policies and standards.

**Experience****Requirements**

Intermediate Computer skills

Customer Service Oriented

+6 Months Call center experience

English conversation skills

Chat experience is a plus

Able to type 38 WPM

Good Grammatical skills

Internet speed (20Mbps)

Dedicated place to work at home

### **Job Benefits**

Work Entropy will pay up to a **\$100 USD referral bonus** to you for all candidates that you referred and are hired when the following conditions are met:

- \$25 USD bonus when your referral attends the 1st day of training
- \$25 USD bonus when your referral completes 30 days of tenure
- \$50 USD bonus when your referral completes 90 days of tenure

### **Contacts**

Please Apply from this job posting. If you have more questions please reach out to us at [We@workentropy.com](mailto:We@workentropy.com)