Call AEROTEK Recruiter at 804-205-3820

Location and Hours
- Position located North Chesterfield, VA 23235
- Center is 24 hours multiply shifts available

Training
- 5 to 6 day training, training schedule will be the same as work schedule
- Will take 3 quizzes throughout the week to test the knowledge. There is no passing grade and they take into consideration the short training time. One quiz will be on their billing system and one on verbal communication.
- Will have some nesting when they go on the floor, but only for a day or so and then they will be on the phones. Nesting entails sitting with another representative that is experience and they can help guide through any obstacles they may have and will also be able to listen in to the conversation through the splitter. They will have multiple trainers and team leads on the floor to help with questions, etc.

Requirements
- High school diploma/GED is preferred
- Drug and Background Screening required
- Dress code is Business Casual

Job Responsibilities
- 100% Sales Environment, NOT Customer Service, if a Customer Service Call comes in, it will be transferred to a Customer Service Agent
- All Residential Sales for Comcast, they are a 3rd party vendor for them
- Inbound calls asking/inquiring about services and potential upgrades to plans, will be responsible for finding the best product that meets their needs, PLUS up selling them a different or promotional product.
- Ability to meet and exceed daily/weekly quotas on a consistent basis and maintain the highest level of customer care service
- Proficient in multi-tasking and navigating within multiple PC screens/applications, if they have some concerns about their PC skills, they will give them a typing test as well
- Average 60+ calls a day depending on call volume

Company Advantages
- Promote from within. If successful as an Inside Sales Agent will have the ability to train for a team lead/manager spot
- Culture of the Office: Will be sitting at ling desk with computers side by side, as well as the employees sitting side by side. Not a lot of private space and need to be comfortable with talking while others are talking at the same time on their headset around you.
- The work environment is warm and laid back. Business Casual Attire
- Break room are available with refrigerators and coffee.

Recruitment Notes
- The ideal candidate will have prior Call Center experience and Sales/Up Selling experience (Retail Sales)
- The ideal candidate will be able to handle irate consumers and display empathy even in difficult scenarios
- Must have an outgoing, positive personality and be receptive to feedback
- Must be strong multi-tasker by inputting data while on the phone and simultaneously talking/listening to customers while navigate between multiple screens at once