

Description: Customer Service Agent & Appointment Scheduler

Customer Service Agent & Appointment Scheduler Job Purpose: Under the direction of the Call Center Manager, the Customer Service Agent & Appointment Scheduler is responsible for answering phone calls and scheduling IT appointments as needed.

Appointment Scheduler Job Duties:

- Responsible for scheduling IT appointments with the appropriate engineer and correct locations.
- Triage phone calls and provide customer service as needed.
- Responsible for handling inbound calls from clients who wish to consult or make an appointment with an engineer.
- Ensures client personal & geographical data is correct and up to date.
- Ensures all pertinent information is requested at the time the appointment is scheduled (reason for call) and is documented in the note section with the initials of the staff who made the appointment.
- Rescheduling of appointments due to employee schedules, office hour changes, etc.
- Provides back up assistance to staff as needed.

Skills/Qualifications:

- High School Diploma with a minimum of one-year experience are the minimum requirements, College Degree preferred, IT experiences and technical knowledge a plus.
- Working knowledge of computers, the ability to apply common sense understanding to carry out written and/or oral instructions as well as the ability to problem solve with guidance as needed from supervisor. Must be familiar with multi-line phone systems.
- Knowledge of commonly used concepts, practices, and basic procedures within the IT field to provide effective customer service to clients.
- Candidate should possess excellent verbal communications skills.
- This position does not require the ability to resolve technical issues, only to understand them enough to provide descriptions of the problem for engineers to respond.