

## **Call Center Agent - Direct to Office (DTO)**

Mt. Laurel, NJ

### **Job Title**

Call Center Agent - Direct to Office (DTO)

### **FLSA Status**

Non-exempt

### **Reports To**

Direct to Office Supervisor

### **Job Summary**

This position requires an individual who has the experience and ability to handle high call volume in an active call center environment. He/she must possess enthusiasm, diligence, and resilience.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Answer incoming calls or make outgoing calls to doctors or veterinary offices
- Upsell/cross sell on inbound calls
- Manage and resolve office complaints with a sense of concern and urgency
- Deliver superior customer service with a friendly demeanor, can-do attitude, and willingness to help at all times
- Enter and update office information into the appropriate system
- Promote and support our online ordering system (iFill V2) and billing system (bill.com)
- Process office orders accurately in appropriate system (GPS 2.0 or PK)
- Respond to written e-mails or online website inquiries swiftly, courteously, and with professionalism
- Retrieve and respond to voicemails professionally
- Build rapport with offices through friendly, engaging conversation
- Research accounts, identify and contact key player (IE purchaser) to generate interest
- Inform offices of products we carry and promote new products based on training
- Recommend alternative products if we do not carry specific product office is requesting
- Emphasize product features, benefits, and provide pricing along with price breaks if applicable
- Work with marketing and outside sales team to properly convey company message and identify potential accounts

- Support and promote our iFill ordering system
- Support marketing efforts when necessary, by updating leads & contacts in Zoho
- Maintain and expand company's database of prospective accounts
- Maintain a position of trust and responsibility by keeping customer/doctor information confidential
- Document all call information according to standard operating procedures
- Demonstrate sound decision making according to established guidelines/procedures
- Continuously increase job knowledge and skills through self-motivation and in-house training

### **Required Education and Experience**

- High school diploma or general education degree (GED)
- Customer service call center experience preferred but not required
- Must possess strong verbal, written and oral communication skills
- Must have basic to moderate computer skills and have the ability to learn new software programs quickly
- NJ technician registration preferred
- Must exhibit punctuality and low absenteeism

### **Eligibility Qualifications**

It may be necessary to work extended hours as needed.

### **Competencies**

- Communication Skills
- Customer/Client Focus
- Organizational Skills
- Problem Solving/Analysis
- Technical Capacity

### **Work Environment**

This job operates primarily in an office environment. This position requires the use of standard office equipment, and frequent standing and walking.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- May sit, stand, stoop, bend and walk intermittently during the day.
- May sit or stand eight (8) to ten (10) hours per day.

- Finger dexterity to operate office equipment required.
- May need to lift up to twenty-five (25) pounds on occasion

**Position Type and Expected Hours of Work**

This is a full-time position. Because of the nature of the business, work schedules may vary at times.

**Travel**

No travel is expected for this position.

**Disclaimer**

The above job description is intended to describe the general nature and level of work being performed by employees assigned to this job. It is not designed to capture or illustrate a comprehensive list of all responsibilities, duties, and skills required of employees assigned to this job.

**AAP/EEO Statement**

Stokes Healthcare is an Equal Employment Opportunity and Affirmative Action Employer.