**Empereon-Constar is currently in search of 40 Bilingual Tele-Sales Reps!**

**Details:**

Start Date: 6/11/2018

Pay: $11 per hour

Schedule: 6:00AM-2:30PM Mon-Friday (TRAINING)

Comi$$ion on sales made - NO CAP ON EARNING$!

$200 Referral Bonus + Residual earnings as long as referral is active.

Contact us now!

Email: [James.Daniels@Empereon.com](mailto:James.Daniels@Empereon.com) or [Mayra.Perez@Empereon.com](mailto:Mayra.Perez@Empereon.com)

Call: 254-655-5300 EXT 4102

Visit us: 1205 N. Loop 340 Lacey Lakeview Tx 76705

We interview & hire on the spot Mon-Fri 9A-4P!

**Job Description:**

Bilingual Tele-Sales Representative

**Summary:**

This position is responsible for assisting existing bilingual customers with complex inquiries, which will include billing. Will handle problem-resolution. Customers will be via the phone or live (chat). Requires general knowledge of products, and/or services client offers. Will be required to review needs and suggest/promote/sell alternative or additional products or services.

**Responsibilities:**

Maintains and expands relationships with existing customers through both inbound and outbound calls.

Outbound calls should be limited and only be supported as needed to complete follow -up with customers that are not able to be resolved in the initial contact. The expectation and goal should always be first call resolution.

Work at clearing outstanding orders daily to ensure no impact or delays to Frontier's customers.

Follows established procedures and receives instruction on newly implemented policy and procedure changes.

Ensures compliance with supervisor requests and escalation procedures

Skills:

Must be bilingual - Spanish

Flexible team player attitude

Promotes/fosters a positive work environment

Maintains positive working relationships

Positive, flexible approach to change

Supports strategic direction of business

Shares knowledge/information with team members

Collaborative approach to problem solving

Technical/Functional Skills:

Strong verbal and written communication skills

Computer skills: Exhibits a high level of knowledge in the relevant operating system

Ability to multi-task

Analytical skills: able to research, analyze and determine an appropriate course of action in a variety of situations, when supported by relevant knowledge base and/or floor support

Organizational skills: Demonstrates initiative, excellent problem-solving skills and the ability to prioritize

Solves complex problems quickly exercising good judgment

Modifies communication style to meet customer needs