



## Customer Service Representative

CRP, Incorporated (CRP), a professional services and management consulting firm, is seeking Customer Service Representatives to support their call center projects. Successful candidates must have the ability to work in a fast-paced, high-energy call center environment. Our Customer Service Representatives will assist DC residents with obtaining services and support offered by various DC Government agencies by providing high quality customer service, effective listening and problem-solving skills in a professional and timely manner. If you are energetic, smart, professional, eager to learn and able to multi-task, we want you on our team.

### Duties and Responsibilities:

- Assist DC residents with answers regarding services and support;
- Resolve issues and concerns related to applications and eligibility requirements;
- Consult with senior peers on more complex issues to resolve concerns; following the escalation procedures to ensure complex support issues are resolved;
- Handle large volumes of inbound/outbound calls professionally and in a timely manner;
- Carefully and efficiently follow all call center scripts and guidelines, processing information and responding to difficult questions or providing customers with detailed information;
- Navigate between multiple screens in order to provide accurate information to callers;
- Collect and analyze customer information and inquiries while, maintaining accurate call service logs;
- Assist less experienced peers, as needed;
- Consistently meet monthly performance goals by adhering to policies and guidelines; and
- Other duties as assigned.

### Qualifications and Skills – Key elements for the successful candidate.

- DC residents preferred;
- Must have a minimum of six months relevant experience (Healthcare, Medicaid, Medicare, SNAP, TANF, case worker, call center, etc.);
- Ability to work through 2 to 4-weeks of training, nesting and blackout period without interruption or absences;
- Meticulous attention to details and active listening skills;
- Adapt quickly in a high-energy, fast-paced, ever-changing environment;
- Proficiency in Microsoft Office (Word and Excel);

- Professional demeanor and excellent phone etiquette, providing exceptional customer service and support to consumers, colleagues and staff;
- Excellent written communication and organizational skills;
- Exceptional verbal communication and interpersonal skills;
- Ability to manage multiple priorities and function as a team player at all times;
- Able to take constructive criticisms and open to coaching and additional training as needed; and
- Professionally exercises discretion and independent judgment in day-to-day work.

#### **Education and Experience Requirements:**

- Fluent in both English and Spanish languages (preferred);
- High School diploma or equivalent;
- Must have a minimum of six months relevant experience (Healthcare, Medicaid, Medicare, SNAP, TANF, case worker, call center, etc.);
- Proficiency in Microsoft Office (Word and Excel)
- Successful candidates must pass skills assessment with a score of 85% or better;
- Must pass background check;
- Able to effectively work in a remote (virtual) call center environment;
- Has substantial understanding of the job and ability to apply knowledge and skills to complete a wider range of tasks; and
- Works on assignments that are moderately difficult, requiring judgment in resolving issues or in making recommendations. Exhibits moderate call center knowledge.

#### **Equipment and Workspace Requirements:**

All hired Customer Service Representatives (CSRs) will be responsible for providing their own personal computer or laptop for this opportunity. Equipment must be in good working condition with the latest software updates.

#### Specifications:

- Reliable Internet Service Provider (ISP). High speed internet access with a minimum of 25 Mbps (download speed) – 50 Mbps recommended for shared internet family connectivity. Wired connection / ethernet).
- Desktop or Laptop Computer with any of the following:
  - Preferred Operating Systems (OS): Current release of Windows 10; Mac OS 10.14 or higher, or Ubuntu 18.04
  - Hardware Specifications:
    - CPU: i3 Dual Core
    - RAM: 8 GB
    - HDD/SSD: 128 GB (20 GB free)

- Headset
  - USB connected plug and play headset supported by OS for bidirectional voice & video
  - Not Supported: Headset connected with 2.5mm or 3.5 mm jack
- Physical Workspace

An area that is dedicated for work and not used for anything else (closed door environment), isolated from distractions and/or interruptions.

**Physical Effort:**

- Constant sitting with headset.
- Frequent usage of computer.
- Ability to lift 40lbs – 50lbs of equipment and/or materials on a regular basis.

**Salary: \$16.75 - \$18.00 per hour** (based on experience)

Job Types: Full-time, Contract

*Diversity and inclusion are elements of CRP's corporate DNA!*

**HOW TO APPLY:** Qualified candidates may submit a cover letter and resume to [careers@crpcorp.com](mailto:careers@crpcorp.com).