



**Mission Statement:** **People:** We challenge and train, instill ownership, and discover potential. **Partners:** We focus on transparency, flexibility, and performance. **Community:** We have a responsibility to mankind and work to improve their lives

## **Inbound Phone Agent Job Posting**

**Benefits:** Health, Vision, Dental, PTO, Paid Holidays, Discounted Bus Passes, Tuition Reimbursement, Scholarship Opportunities, Management Opportunities, EAP, Employee Assistance, Volunteer Service Program and More!

Focus Services was designed to be an organization that is passionate about the development of each individual. We pride ourselves on our community involvement and charity work and donate a percentage of our annual income each year to various humanitarian and charity organizations. We are completely dedicated to creating a fun environment for our employees and providing a great place to work in all aspects. We hope your experience with us is enjoyable, challenging, and rewarding in every way!

### **Duties and Responsibilities**

- § Maintains a high level of efficiency and production
- § Productive, efficient, and effective
- § Keeps updated on all current training
- § Maintains schedule adherence
- § Meets sales and quality quotas set by coach and director
- § Ensure compliance of company policies, regulations and safety procedures
- § Maintain a clean work area and be well organized
- § Ad hoc assignments as per Coach
- § Ad hoc assignments as per Specialist
- § Ad hoc assignments as per PA
- § Ad hoc assignments as per Site Lead
- § Ad hoc assignments as per Director

### **Requirements:**

- § Basic reading, writing, and arithmetic skills required
- § Knowledge of modern business and customer communications, including grammar, sentence structure, and style
- § Skill to use a computer at high efficiency
- § The ability to type 25 wpm
- § Good numerical and analytical skills
- § Skill to communicate effectively with customers
- § Ability to handle a high stress environment
- § Ability to handle and resolve recurring problems
- § Must be able to handle multiple priorities and conflicts
- § Willingness to work in a fast pace work environment
- § Ability to be proactive
- § Professional work behavior

**How to apply:** [www.focus.iapplicants.com](http://www.focus.iapplicants.com)