



Office Supply Business

Our client's Business Advantage Program provides businesses with a one stop shop for all its operational needs with products such as office and janitorial supplies, breakroom items, technology products, printing services, and much more. This give businesses the convenience of ordering with one company as well as cost savings.

- Suggested SOW is 30 intervals (15 hours)
- Peak Season Requirements 40 intervals
- Available Monday through Friday, 9:00 a.m. to 7:00 p.m. EST (subject to change based on client needs)

Job Duties: Sales and Customer Service

Required Skill Set

- Sales Focus:
 - Entry of caller's orders with minimal instances of errors
 - Always making recommended associated up and cross-sells
 - Recommending comparable products when requested items are unavailable
 - Stay current on products, promotions and procedures
- Caller and Customer Service Focus:
 - Ability to empathize with and prioritize caller needs
 - Exude patience and ownership with each caller
 - Ability to resolve conflicts and set appropriate expectations with callers

- Ability to determine caller needs and provide appropriate solutions
- Communication Skills:
 - Ability to communicate clearly and concisely
 - Ability to document caller account activities thoroughly and concisely through efficient tool usage
- Comprehension Skills:
 - Ability to clearly understand and respond appropriately to the issues that callers present
- Problem Solving Skills:
 - Ability to approach problems logically and with good judgment to ensure the appropriate caller outcome
 - Desire to continually learn
 - Solution orientated and self-motivated

Certification Criteria

- Cumulative average of 85% for all quizzes and exams.
- Must complete Commitment Adherence Quiz with a score of at least 80%.
- A minimum passing score of 2.5 on live calls.
- Must complete 100% of all coursework and class role play
- Provide a completed Notarized Affidavit of Identification with Photo ID

Program Equipment Requirements

- Windows 7, Windows 8 or Windows 10
- POTS hard line or digital phone line
- Noise canceling headset
- Unattached keyboard with function keys (example: F3, F12, etc.)

Additional Information

This Opportunity Announcement (OA) is a summary of the applicable business opportunity. It is not a legal document nor a comprehensive review of all terms included in the applicable Statement of Work (SOW). Each SOW should be thoroughly reviewed prior to its execution. In the event of a conflict between the OA and the SOW, the terms of the SOW will govern.