



Online Auction Company

Client Overview

Whether somebody is buying new or used, plain or luxurious, commonplace or rare, trendy or one of a kind - if it exists in the world it is probably for sale on this client site.

Job Duties: Seller Support

Work Schedule:

Required minimum 15 hours per week (30 intervals)

Most Intervals Available

- 7 Days a week
- 8:00 am EST – 1:00 am EST

Weekend and Holiday Requirement

6 Intervals (3hours) required on Saturday, Sunday or a combination of both and on all Federal holidays

Certification Criteria

Phase I

- Certify Customer Care program and demonstrate proficiency in handling calls on the program.
 - 100% completion of all self-paced content daily
 - Pass all exams with an 80% or higher

Phase II & III

- Successfully handle live customer calls during these sessions and achieves assessment score of 80% or greater on all assessments
- 95% commitment adherence

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).



Program Equipment Requirements

In addition to what is included in the System and Equipment Policy Guide, will be required to have the following:

- PC with Windows 7 or newer OS
- Stable high - speed Internet connection with minimum of 25 MBPS download speed. Faster speeds are highly recommended.
- Screen resolution between 1440 x 900 & 1600 x 900
- Dual Monitors NOT allowed • 8 GB RAM • POTS Phone
- Smart phone (Android, Apple/iPhone, Google) required for soft token authentication
- Mac computers running Apple Bootcamp are acceptable for use conditional upon their meeting all other requirements

All browsers must have the Adobe Flash Player Plugin Enabled with Adobe Flash player 11 or better

What To Expect:

Assist customers who use the client's platform to sell their goods, requiring, but not limited to:

- Understanding the benefits of an online store
- Understanding store subscription levels and fees
- How to create a store

Primary contact channel is inbound calls. Occasional outbound calls may be required to follow-up on issues.

Servicing Activities:

- Servicing with high value customers
- Answering email high value customer
- Delivering an extremely high level of sophisticated customer handling and communication
- Expressing a significant capacity to troubleshoot all products related to the platform and clearly offer solutions or recommendations
- Owning customer issues to the point of resolution, keeping customers updated throughout
- Ensuring all information related to customer issues are logged and tracked
- Providing a quick and thorough understanding of customer priorities & identify key improvement area
- Understanding the customer's & acting with the customer in mind
- Advocating and ensuring satisfaction of this high value customer group
- Up-selling, cross-selling and account retention services
- Deliver timely judgments to resolve client problem and retain satisfied customers

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