



COMPANY NAME: Cox Communication

JOB TITLE: Virtual Call Center Customer Account Specialist

JOB DESCRIPTION:

If you're looking for a great company and want to work from home, this could be the job for you. As part of a customer experience driven team, you will **earn an hourly rate of \$18.00**. You will earn an extra \$1.25/hour from 6pm-10pm and/or an extra \$2.25/hour from 10:01pm-6am. We have a shift bid process that you will go through before you are finished with the training program. During this time you will work with your Onboarding Supervisor when schedules are shared for you to select. Our schedules are dependent on the needs of the business and when our customers need us. Therefore, you will see a mix of schedules that are 8 hour and/or 10 hour schedules for you to choose from. The schedules provided will match our operating model of a 24x7, 7 days a week, both weekend days and holidays, call center environment and may vary by location.

SALARY: \$18/HR

APPLICATION QUALIFICATIONS:

- High school diploma, GED or relevant work experience.
- 6 months experience using a computer and navigating multiple screens
- 1 or more years customer service experience.
- You must live in Tucson and/or the surrounding communities
- You must have high-speed internet connection available in your home
- Excellent skills in creating an exceptional customer experience, sales orientation, multi-tasking, building customer rapport by discovering customer needs and problem solving.
- Ability to learn and apply new procedures.
- Good teamwork and communication skills.
- Solid analytical skills to determine the best course of action to resolve issue.
- Must be able to work in a highly structured call center environment.
- Enthusiastic and personable.

HOW TO APPLY: <https://jobs.cox.com>

DATE: 2/3/2022

2797 E Ajo Way, Tucson, AZ 85713

BusinessServices@pima.gov

Equal Opportunity Employment/Program:

Auxiliary aids and services are available upon request to individuals with disabilities