

JOB POSTING

Job Title: Call Center Telephone Service Representative (non-sales)

Salary: \$9.25/hour - \$9.75/hour

Job Closing Date (mm/dd/yy): (ongoing)

Company Name: Channel Blend LLC

Contact Person: Human Resources Director: Allison Neubacher (or) Hiring Manager: Gypsy Truesdell

Address: 451 Park Avenue

City/State: Idaho Falls, Idaho 83402

Phone Number: 208-525-1327 ext. 2

Web Address: www.channelblend.com

Contact email: allison@channelblend.com (or) gtruesdell@channelblend.com

General Responsibilities:

As a representative for our Company, you will be part of a team responsible for growing a qualified lead base in order to fulfill Client expectations. It is through short, verification processes (completed by our in-house employees), and the completion of “warm” transfers of interested prospective customers to licensed representatives outside of our call center, that our employees are able to meet our Clients’ expectations.

Employees in this position will rely on pre-established (scripted) guidelines, and will not typically require the use of independent judgment. Telephone Service Representatives employed with our call center will experience a low pressure, non-sales based work environment. We believe in the saying, “Quality is more important than *quantity*.” Channel Blend offers a comprehensive training process and our employees will quickly learn that Channel Blend’s desire for high **quality** performance far outweighs the Company’s desire for our employees to meet high or even unattainable “sales quotas” that are typically present in a call center environment.

Channel Blend promotes a culture of acceptance, and offers both flexible scheduling and advancement opportunities. Apply online and join our fun and growing team!

Job Qualifications:

- Strong communication skills using professional language/grammar, and is able to speak clearly and audibly.
- Ability to read and interpret documents such as operating instructions, web forms, and procedure manuals - on and off of the computer as well as on paper.
- Average computer and keyboarding skills.
- Strong attention to detail.
- Professional.
- Ability to work individually and as part of a team
- Excellent multi-tasking abilities

Application Process:

Please complete our online application at www.channelblend.com.

****Part-time and full-time (set) schedules are available.****