

Sales consultant

Department: Call Center Michigan office
Grade/Level: Service Assistant
Work Schedule: Varies

Reports To: Call Center Supervisor
Amount of Travel Required: No travel required

POSITION SUMMARY

Answers and makes telephone calls and responds to e-mails in a friendly and efficient manner at a high-production Big Bear Call Center. Provides information about and assistance with event entry, discount programs, and hotel procedures to coaches and managers. Documents phone and e-mail actions and communications into the computer. Follows proper confidentiality and safety procedures and standards.

DAILY RESPONSIBILITIES

Answers and makes calls daily to assist team entries with questions or problems regarding events, age groupings, skill level of divisions, team placement

Transfers escalating calls to supervisors as necessary.

E-mails and faxes information to coaches and managers. Fills out requests for materials to be sent to members. E-mails or fills out forms for co-worker follow-up.

Follows proper Call Center and general confidentiality and safety procedures and standards. Assists in other areas of the Call Center as necessary. Provides prompt and courteous customer service.

POSITION REQUIREMENTS

Competency Statement(s)

Communication - Articulates information in a way that can be easily understood by employees, , and customers. Actively listens to fellow employees, coaches, and managers.

Customer Service - Exhibits a professional demeanor toward others. Unselfishly serves others and assists others in a prompt and effective manner while following company procedures.

Ability to identify problems, find solutions and make sound decisions that reflect Big Bear's Code of Ethics.

Self Motivated - Well-organized and able to prioritize, multi-task and adhere to deadlines while working efficiently and independently with minimal supervision.

Accepts responsibility for his/her choices and decisions.

Team Player - Cooperates well with a variety of personalities and individuals and participates in a professional manner to accomplish the business goal.

Willingness to perform tasks assigned by supervisors and to assist others as needed.

Flexibility - Adjusts positively to change in direction or assignment. Ability to do more than one task during a work shift.

Willingness and ability to comply with new programs, methods, practices, and procedures.

Record of Satisfactory Job Performance - Demonstrates satisfactory job performance as indicated on the most recent review through positive demonstration of Big Bear's Success Behaviors and by a file free from counseling notices related to job performance.

Experience: Customer service, employee relations, or comparable experience

Certificates and Licenses

Call Center certification in Member Service (required within 30 days)

Computer Skills

Typing, 10-key (must pass test), and basic knowledge of Microsoft Office (Outlook, Excel, Word), and Internet

Other Skills and Abilities Good communication skills

ABILITIES AND TALENTS RECOMMENDED FOR JOB SUCCESS

Education: High School Diploma

Computer Skills

Knowledge of the organizational aspects of the sport of hockey and / or other sports background

Other Skills and Abilities: Proficiency in foreign language (optional)

Approval Signature: _____ Date: _____

Approval: _____

Approval: _____

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.