



**Customer Service Specialist - Call Center
Job Announcement (Scheduling Dept)**

We are currently seeking to fill our call center scheduler position with talent that exhibit a dynamic personality and have a great work ethic. We are looking for individuals that are self motivated, detailed oriented, and have a positive demeanor. This individual also needs to be able to work in a fast pace environment where they are able to resolve client issues on the spot while carrying a professional tone.

Responsibilities -

- Embody an Above and Beyond mentality to provide outstanding customer service with all clients. Create a raving fan culture with our clients, office staff and interpreters.
- Uphold Linguava's Core Values of Integrity, Honesty and Respect. Embody our WHY statement and Organizational mission statement.
- Daily tasks of a scheduler include processing inbound and outbound phone calls, processing interpreter requests and re-assigning appointment requests to interpreters via web, phone or fax.
- Customer service following up and being proactive about troubleshooting issues to maintain 100% customer satisfaction.
- Develop, create and maintain positive relationship with external and internal clients.
- Work closely with client staff for confirmation, changes, and cancellations
- Run reports and complete assigned task assigned by Call Center Manager and Assistant Call Center Manager.

Requirements (Preferred Minimum)

- Minimum 2 years of experience in customer service, client service industries.
- Minimum 2 years experience in interpretation for a language service provider preferred.
- Onsite Interpreter Experience Preferred.
- Quality Assurance Experience preferred.
- Business Bachelor's Degree or additional relevant years of experience
- Professional communication skills; verbal and written

- Proficiency with standard software applications (Excel, Word, Powerpoint), and familiarity with other web based applications.
- Ability to excel in a demanding, dynamic, and team based working environment

Job Type:

Hours: Full Time - Must be Available Mon-Fri (between 7am-7pm); Sat (8am-5pm)

Location: Portland, Oregon

Potential Start Date: ASAP

Benefits and Compensation:

Compensation commensurate with experience.

Generous benefit package:

- Medical, Dental and Vision Insurance
- PTO
- Employee 401K Program (after 1 year)
- Incentive Program & Bonus Structure Available
- Motivational Cafeteria Plan
- Mentorship program

Full Benefits after 90 days

Required Documents

1. Resume
2. Cover Letter
3. Professional References

Please submit the documentation mentioned above to power@linguava.com.

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. Describe your customer service experience. If you have call center experience, please state below.
(Open Ended Question)

2. Please describe your direct experience, strong knowledge of, and familiarity with diverse populations including the Latino, African American, Asian American, Middle Eastern, African, SW Asian, Russian or other marginalized communities of people or protected classes.

(Open Ended Question)

3. Please list the computer software you are prepared to use on the job (i.e., MS Word, Excel, Powerpoint, etc.). For each, self-evaluate your skill level.

(Open Ended Question)

4. How do you manage your time and prioritise tasks? Describe some projects or ideas (not necessarily your own) that were implemented, or carried out successfully primarily because of your efforts.

(Open Ended Question)

NO PHONE CALLS/ WALK-INS PLEASE - In an effort to maintain our highest level of customer service to our clients, no phone calls or walk-ins from prospective candidates, will be accepted by Linguava Interpreters. Please respect our policy. Any necessary inquiries should be done via email to power@linguava.com

Must be eligible to work in the United States.

Linguava is an equal opportunity employer and prohibits discrimination and harassment of any kind. Candidates must complete an acceptable Background Check as part of the hiring process with Linguava Interpreters.