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AnswerNet Inc.

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Job Description

Illinois Department of Employment Security (IDES)
Remote Customer Service Agent Job Description

AnswerNet is looking for customer-oriented "Work at Home" Service Representatives to make calls for our client the Illinois Department of Employment Security (IDES) and assist claimants with filing unemployment claims and handling issues related to claims with empathy, accuracy and efficiency.

Position Overview:

A Work at Home Customer Service Agent will make outbound calls to the citizens of Illinois and assist in filing and processing unemployment claims. The calls can average 15 minutes but can be as long as 1 hour if translation is needed. Many callers are distressed and can be emotional, so our agents must be willing to calm the callers and provide support through the application process. Our ideal candidates are patient, professional, and passionately communicative. Our most effective agents can put themselves in claimants' shoes and advocate for them when necessary. Our paid training program will equip you with the knowledge you need to assist claimants, and our supervisors will support you every step of the way.

Responsibilities Include, but not limited to:

- Primary role is to make outbound calls and assist claimants with filing UI (Unemployment Insurance) and PUA (Pandemic Unemployment Assistance) on claims and related issues
- Be fully trained and maintain a complete understanding of the call handling processes, procedures, and call requirements
- Keep comprehensive records of all calls and/or conversations in the organization's call center data bank
- Document all call activity accurately in the systems with complete and thorough notes. This is critical to ensure payments aren't inaccurately denied and the state has historical records
- Identify the needs of claimants, clarify information, embark on necessary research in provided databases, and provide accurate answers to customer's issues or concerns
- Attend team daily remote meetings as scheduled via Zoom
- Attend customer training sessions as scheduled via Zoom
- Requirement to diligently log into Paycom payroll system, Contact Center tools and websites as required

Agents that are a good fit for this role should also have the following skills:**Call Center Agent Skills/Qualifications:**

- Must possess excellent communication skills, especially for listening
- Have a high level of compassion for callers/claimants and desire to de-escalate distressed callers
- Must have good interpersonal skills to enable an easy conversation flow with customers at all time
- Have the skill to use key words to show empathy and compassion for the claimant
- Must learn and maintain knowledge of customer relationship or customer service practices
- Flexibility in role/job function changes and shift to meet customer requests and demands
- Skilled at typing (intermediate level) and data capture and entry using proper grammar and correct spelling
- Must be able to multi-task and manage time properly and effectively
- Must be able to adapt to different situations and individuals
- Ability to prioritize in the face of multiple tasks or assignments
- Willing to work from home and must have a noise free workspace free of distractions
- Ability to work as part of a remotely located team member with solid communication skills using group Chat and video conferencing technology
- Ability to take directions from leadership using Video Conference (Zoom) and a group Chat solution such as Matter Most
- Skilled at using group Chat and Video conference communicate with leadership for issue escalation
- Be willing to attend training and learn processes and procedures using video conference technology (Zoom) in a remote learning environment
- Willing and able to work 8-hour shifts using a computer with keyboard, observing a PC monitor, use a keyboard and a headset with microphone to verbally communicate with callers
- Be dedicated to work the schedule provided with minimal absences
- Must be acceptable to having calls monitored and/or recorded and understanding that agent activity is closely monitored using call center technology to track productivity.

Hours of Operations / Schedules:

- If applying for Full Time position, Monday through Friday and must be able to work 8.5 hour shifts and choose either the 7:30 am to 4:00 pm shift OR 10:30 am to 7:00 pm shift Central Time Zone. 40 hours per week is required. Schedules are subject to change based on the clients needs
- Paid 10 minute breaks are provided for 4 hour shifts (two 10 minute breaks provided for 8 hour shifts)
- Unpaid 30 minute lunches are provided for 8 hour shifts
- Willing to work during extended odd hours if the client request overtime and/or during holiday periods when needed.

Technology Skills/Requirements:

- Must provide a PC with Windows 10 and have the capability to install VMWare Horizon on the PC
- PC must pass a JARVIS and NESSUS scans to ensure device is virus free and meets the minimum program requirements
- Chromebooks/Streambooks/Notebooks are NOT compatible. The remote agent must verify they have a PC using Windows 10 and Google Chrome as an internet browser
- Must have consistent internet Upload speed of 10mbps or greater. Download speed of 3mbps or greater.
- Preferred wired internet access. WiFi connections only if the network is stable and highspeed. www.speedtest.com will provide validation
- Must provide headset with microphone (either wired or Bluetooth) preferably with noise cancellation
- Must have a Smart Phone (Android or Apple) with the ability to install an application named "RSA Token" or "MFA Token" as a two-step log in verification. The smart phone must be available throughout the entire work shift for it is used to log into the client systems.
- Must also have available storage space to install MatterMost chat application.
- The chat communication app named MatterMost will be required to be installed on the computer.

Language:

- English as a primary language and fluent Spanish as secondary is a plus

Experience/Education:

- Must be 18 years or older
- A minimum of high school diploma or GED
- A higher degree would be of great advantage, especially for career advancement
- At least 1 years of work experience in a call center/customer service environment is preferred

Background Check:

- Background checks up to 7 years past are mandated

Pay and Benefits:

- Starting pay is \$15 per hour with a progressive increase to \$16 within 6 months for meeting certain milestones like schedule adherence, phone talk time and meeting specific knowledge base skills
- After 90 days Answernet provides Paid Time Off (PTO) and Healthcare benefits

All qualified applicants will be offered equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.

If interested in this role, please send resume to Leslie Koenig at leslie.koenig@answernet.com