



Results Beyond Your Expectations

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Customer Service Representatives (CSRs)

Job Purpose:

- A call center job with great hours and weekends off!
- Hours of operation are Monday - Friday from 8:00am – 5:00pm.
- This position is located in **Baton Rouge, Louisiana**.

Duties:

- Respond to telephone inquiries and complaints.
- Gather information from the caller to properly resolve the situation.
- Communicate appropriate options for resolution.
- Investigates and resolves complaints.
- Refer non-routine inquiries and complaints to senior level Call Center Representatives.

Skills/Qualifications:

- Attention to detail
- Quality focused
- Strong written and verbal communication skills
- Decision making skills
- Organizational skills
- Team player
- Problem solving
- Ability to work without close supervision
- High school diploma or equivalency
- Prior customer service experience preferred, but not required.
- PC skills