

Now hiring!

Customer Service Call Center Representative

NJNG Call Center Representative

Spherion Staffing Services

Location: Wall, Freehold, Red Bank - NJ

In-office

Start date of October 2, 2023.

Pay Rate: \$32.28/hr + Benefits

This is a Direct Hire Position on a 24 month contract directly with NJNG.

Job Description:

- Ability to sit for extended periods of time taking calls on a headset, communicating with customers, and entering information into the computer system.
- This position will require the Customer Service Representative to explain and sell the various services NJNG has to offer.
- Must possess excellent communication, organizational, and computer skills.
- Candidates should also be proactive with a high-level of initiative and be creative problem solvers.
- The call center is open 24/7 with 16 different shifts to support business needs. Your shift will be assigned after successfully completing your 3 month training. You must be flexible and willing to work the assigned shift.
- The first 3 months of training take place Monday - Friday/8:00 AM – 4:30 PM.

Job Requirements:

- **DEAL BREAKER: You MUST have a minimum of 2 years in a customer service environment**
- **Experience in a fast-paced call center environment preferred**
- High School Diploma Required
- College Degree a plus
- Ability to sit for extended periods of time taking calls on a headset, communicating with customers, and entering information into the computer system.
- Must possess excellent communication, organizational, and computer skills.
- Candidates should also be proactive with a high-level of initiative and be creative problem solvers.
- Experience with upselling and cross-selling strongly preferred.

Application Process:

1. To be considered for this exceptional opportunity, **email your resume to jeannineramirez@spherion.com** as a Microsoft Word document with salary requirements. Resumes sent in any other format cannot be considered.
2. The hiring process includes **passing 7 skill assessments with above benchmark scores**. Only those candidates who pass the assessments will continue in the process.
3. **A 1 hour behavioral interview will be conducted by a Spherion Recruiter.**
4. You will be presented to NJNG as a candidate for consideration based on; Experience/background, Assessments, Behavioral interview
5. If selected by NJNG to move forward, an in-person **1 hour panel interview will be required.**
6. **Due to the high volume of applicants, we will only be contacting candidates that are selected for an interview.**