**CONTACT CENTER AGENT**

**(Remote Positions Available to Wisconsin, Minnesota, and Illinois residents)**

Beyond Vision has an incredible mission: We create employment opportunities and upward mobility for people who are blind or visually-impaired. No where is this more evident than with our Customer Care Program staffed by a dedicated team of legally-blind professionals! Our Contact Center Agents are consistently recognized for providing outstanding phone and computer-based customer care to a diverse government and commercial client base nationwide. If you live in Wisconsin, Minnesota, or Illinois, are a confident PC/Microsoft user, and you’d like to join us in raising expectations of what great customer service looks and sounds like, Beyond Vision can’t wait to hear from you!

What You Will Do:

* Serve customers effectively over the phone from home.
* Troubleshoot customer complaints according to outlined procedures, forwarding escalations to the Team Lead or Manager as required.
* Read and/or recite accurately from a customer-provided script over the phone.
* Provide prompt and excellent customer service with a high degree of product and service knowledge to meet metrics and goals specified by clients.
* Contribute daily to our mission of creating quality employment opportunities for people who are blind.

Required Education, Experience, and Proficiencies:

* Highschool degree or equivalent.
* Typing speed of 25 wpm with 92% accuracy.
* Experience in a previous customer service position is a plus.
* Excellent verbal and written communication skills.
* Good team player with the ability to connect with people of all personality types.
* Proficient PC skills (Word, Excel, Windows Explorer) and assistive technology (JAWS, , ZoomText), including demonstrated knowledge of folder structure/navigation, form navigation on the web, and table navigation in all contexts.

**Send a resume, cover letter, and salary requirements to: jobs@beyondvision.com**

**Learn more about Beyond Vision at** [**www.beyondvision.com**](http://www.beyondvision.com)

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.