**Winston-Salem Industries for the Blind, Inc.  
Job Announcement  
February 25, 2013**

**Position**: Customer Service Representatives

**Number of Openings**: 15+

**Position Type:** Both full and part time positions available.

**Address**: HP Enterprise Services, 7730 Market Center, El Paso, TX 79912

**Start Date:** WSIFB will be hiring 15+ csrs to begin work to coincide with their entry on duty (EOD” security clearance and scheduled HP new hire training classes in 2013.

**Job Announcement On-Line** :<http://www.wsifb.com/career-center/job-postings.aspx>

To Apply: Contact Laura True at [LTRUE@wsifb.com](mailto:LTRUE@wsifb.com) or (336) 245-5653

Hiring Manager: Cindy Watson, Manager, Contract Services (336) 245-5665 or [cwatson@wsifb.com](mailto:cwatson@wsifb.com)

Rate of Pay: $9.61

**Benefits:**

* Additional $3.59 per hour worked up to 40 hours per week health and welfare (per Services Contract Act in Lou of medical and dental insurance).
* 10 days of paid time off after 1 year of service
* 10 Federal Holidays off with pay
* Life Insurance equal to 1 year of pay (paid by Winston-Salem Industries for the Blind)
* Employee Assistance Program
* Short Term Disability Insurance available
* Retirement Plan paid by Winston-Salem Industries for the Blind
* 403B plans available
* Medical and Dependant Care Flexible Spending Accounts available after 1 year of service
* Periodic – discretionary cash bonuses
* Relocation assistance can be negotiated

**Scope of Work**

The qualified candidates will support the National Contact Service Center US Citizenship and Immigration Services, Department of Homeland Security, by providing customers with information concerning immigrant and non-immigrant benefits.

**Job Responsibilities**

Responsible for providing superior customer service in a fully integrated call center environment. The agent will answer questions related to immigrant and non-immigrant benefits and address issues related to case processing. The agent will be responsible for accurately documenting all correspondence with end-users. The successful candidate will be friendly, have a passion for customer service excellence and enjoy helping people. A tactful manner and ability to effectively deal with difficult situations is a must.

**Required Skills & Training**

Effective listening skills & outstanding verbal communication skills

Analytical and resourceful problem-solving skills

Proper telephone etiquette

Aptitude for learning & recalling details

Ability to prioritize & manage multiple tasks in order to complete in a timely manner

High level of accuracy & attention to detail

Excellent computer skills/technical aptitude

Ability to work independently and in a team setting

Flexibility to work different shifts with the possibility of overtime, when needed

**Education/Experience Requirements**

High School diploma

**Special Requirements:**

Must be legally blind

Bilingual English and Spanish a plus

Homeland security clearance required. Includes drug screen, criminal background check, and credit check