

**Teleservices Representative  
Contact Center Services  
(Alphapointe - Main Campus)**

A Teleservices Representative is responsible for creating great conversations with others on behalf of our clients and returning critical response data for our clients who are businesses, colleges and universities across the nation. Successful team members deliver enthusiasm, listening skills, sincerity and high levels of data and call quality.

**Essential Functions:**

- Contact and conduct successful conversations with individuals and businesses on behalf of our clients.
- Utilize Call Center Agent Software
  - Log into agent
  - Log into the queue
  - Answer calls clearly
  - Maneuver through calls smoothly
  - Fill in every text box by entering accurate data
  - Disposition the call appropriately according to the client's response

**Additional Functions:**

- Contribute to a positive, helpful attitude in a team environment.
- Submit and maintain a weekly schedule based on variable scheduling
- Necessary to be able to work evenings and Saturdays

**Knowledge and Skill Requirements:**

- High School diploma or GED required
- Excellent attendance record
- Detail oriented with specific emphasis on listening skills
- Must be able to pass and maintain background checks
- Must be able to pass a pre-employment drug screen
- Ability to take direction well
- Must possess basic computer skills

**Working Conditions:**

- Sitting and working at a desk/cubicle for 4-5 hours
- Working on a computer for 4-5 hours

- Wearing a headset for 4-5 hours

Alphapointe is an Equal Opportunity / Affirmative Action Employer.  
Minority/Female/Disability/Vet