

## CUSTOMER SERVICE AGENT IN LAS VEGAS, NV

SEEKING HIGHLY MOTIVATED CUSTOMER SERVICE PROFESSIONAL RESPONSIBLE FOR COORDINATING WORLD-CLASS GUEST SERVICE THROUGH CALL CENTER.

### ABOUT OUR COMPANY:

With over 20 years of experience in supporting corporate and federal recruitment, workplace mentoring, and technology accessibility initiatives, Bender Consulting Services, Inc. is the leading national expert in disability employment solutions for private and public sector employers. To learn more about how to start your career with Bender Consulting Services, Inc., please visit our website at [www.benderconsult.com](http://www.benderconsult.com).

### HOW TO APPLY:

To apply for consideration for the following career opportunity for people with disabilities, please visit [www.benderconsult.com/careers/submit-resume](http://www.benderconsult.com/careers/submit-resume) and complete the electronic form.

### POSITION DESCRIPTION:

- Assist with all in-house calls originating from guest rooms and team members, and overflowed calls from other in-house call centers as directed.
- Enter and track work orders utilizing the maintenance work order management system.
- Provide follow-up to ensure completion and satisfaction for guest requests and logged service breakdowns.
- Provide well-crafted responses to guest emails, guest verbatim comments and social media commentary.
- Help resolve guest challenges and special requests within limits of authority, empowerment and in a timely manner.
- Assist with email management by responding to emails within scope of responsibility and routing correspondence to the appropriate departments.
- Conduct guest check-out process via phone.
- Maintain knowledge of current service offerings, in-room offerings, current product inventory levels, in-house activities, or events and travel conditions.
- Communicate and respond to security codes as expected.
- Ability to obtain and maintain full knowledge and understanding of company and department rules and regulations, policies and procedures.
- Other duties as assigned.

### QUALIFICATIONS:

- At least six months of previous customer service experience in a similar or related field.
- Ability to effectively communicate in English.
- Excellent customer service skills.
- Ability to obtain and maintain full knowledge and understanding of company and department rules and regulations, policies and procedures.
- Previous experience working in bell desk dispatching or in a similar or related field (preferred).
- Forbes or AAA knowledge (preferred).
- Working knowledge of Opera, HotSOS and/or Synkros by Konami (preferred).