



# Career Opportunities for People with Disabilities

Recruiting and Hiring people with disabilities for competitive career opportunities.

## CUSTOMER SERVICE ASSOCIATE IN WILKES-BARRE, PA

RECRUITING MOTIVATED CUSTOMER SERVICE CANDIDATES WITH A HIGH SCHOOL DIPLOMA OR GED.

### 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:

- Resolve customer inquiries and complaints via written, telephonic, and face-to-face communication in a timely and accurate manner.
- Prepare adjustments for services not properly processed, either systematically or by forwarding to the appropriate area for follow-up and resolution.
- Meet all production, quality, and adherence standards.
- Attend all required training classes.
- Elevate issues to next level of supervision as appropriate.
- Maintain accurate records, including timekeeping records.
- Perform other duties as assigned or requested.

### QUALIFICATIONS:

- High school diploma or GED required for all levels.
- Knowledge of principles and processes for providing customer service, including customer needs assessment and meeting standards.
- Ability to handle many tasks simultaneously and respond to customers and their issues promptly and professionally.
- Ability to take direction and to navigate through multiple systems simultaneously.
- Ability to maintain composure under stressful and fast-paced conditions.
- Strong written and verbal communication skills.
- Ability to communicate complex information in a simple, customer facing way.