



# Career Opportunities for People with Disabilities

Recruiting and Hiring people with disabilities for competitive career opportunities.

## CUSTOMER SERVICE REPRESENTATIVE IN PARKERSBURG, WV

RECRUITING CANDIDATES WITH KNOWLEDGE OF MEETING CUSTOMER NEEDS AND EXCELLENT COMPOSURE IN STRESSFUL SITUATIONS TO USE ANALYTICAL AND RESEARCH SKILLS TO ANSWER WRITTEN, ELECTRONIC, AND TELEPHONE QUESTIONS POSED BY MEMBERS.

### 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:

- Answer written, electronic, and telephone questions from members.
- Use analytical and research skills to resolve problems.
- Elevate issues to next level of supervision as appropriate.
- Maintain accurate records, including timekeeping records.
- Perform other duties as assigned or requested.

### QUALIFICATIONS:

- Excellent listening, written, and oral communication skills required.
- 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.
- Excellent composure in stressful, fast-paced situations
- Attendance at all training classes.