



## **Part Time Call Center Representative Outbound - Remote and Onsite Positions Available.**

We support the Epilepsy Foundation New England, with the donations we collect helping to fund programs that help those living with epilepsy. Epilepsy is a medical condition characterized by recurrent, unprovoked seizures. There are approximately 65 million people in the world who live with epilepsy. Epilepsy can make life extremely difficult, and limit a person's life experiences. Check out our website here: <http://www.donateneuengland.org>

The Epilepsy Foundation New England Donation Center is looking for part-time call center representatives who will be responsible for making outbound calls to existing and prospective donors to schedule free home pickups of donations. Work at home or onsite in our call center.

The onsite position is located in Billerica, MA.

The "work-at-home" position will include some travel to our Billerica, MA call center for training and team meetings. Candidates must reside within Massachusetts or New Hampshire to be considered.

To be eligible to work from home you must have the following:

- A quiet, well-lit place to work, free from distractions.
- Wired, High Speed Internet connection.
- A working, windows based computer compatible with necessary agent application software. No work may be performed on public computers or public internet connections.
- 4 1/2 uninterrupted hours per day to conduct your calls.

### **ESSENTIAL DUTIES :**

- Perform outbound calls to local donors to schedule pickups of household donations.
- Read calling scripts, while being flexible enough to modify those scripts as necessary based on the situation.
- Verify and accurately record donor information in our scheduling software.

- Answer donor questions and relay correct policies, procedures and acceptable donations.
- Communicate effectively with the Donation Center Supervisors, other managers, and other members of the team. Perform other duties, as assigned.

**QUALIFICATIONS :**

- High School Diploma or higher required
- Excellent telephone skills with experience in effective listening, communication, and problem resolution
- Sales or customer service experience preferred
- Above-average computer skills required
- Prior telemarketing or call center experience preferred
- Ability to communicate clearly and professionally with managers, coworkers, and customers

Part Time: Monday - Friday 8:30 a.m. - 1:00 p.m.

Salary starts at \$11.50 per hour plus incentive plan, earned vacation and sick time.

In addition to your hourly earnings, you'll earn the added value of knowing your work affects your community and the world in positive way.