

Telemarketing Night Shift

JOB SUMMARY:

This is a part time position. The Call Center Agent will be responsible for making outbound calls to existing and prospective donors, in order to schedule home pickups of clothing donations. This is a great opportunity for someone looking to get into sales. You will be part of a terrific team of professionals interacting with customers and striving to increase our presence in the community and keep our customer service experience high. Only qualified candidates will be considered.

ABOUT US:

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. Many people with epilepsy have more than one type of seizure and may have other symptoms of neurological problems. 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.donatengland.org/>.

ESSENTIAL DUTIES:

1. Perform outbound calls to local donors in order to schedule pickups of household donations.
2. Read calling scripts, while being flexible enough to modify those scripts as necessary based on the situation.
3. Verify and accurately record donor information in our scheduling software.
4. Answer donor questions and relay correct policies, procedures and acceptable donations.
5. Communicate effectively with the Donation Center Telemarketing Supervisors, other managers, and other members of the team.
6. Perform other duties, as assigned.

QUALIFICATIONS:

1. High School Diploma or higher required.
2. Excellent telephone skills with experience in effective listening, communication, and problem resolution.
3. Sales or customer service experience required.
4. Above-average computer skills required.

5. Prior telemarketing or call center experience preferred.
6. Ability to communicate clearly and professionally with managers, coworkers, and customers.
7. Ability to work a variety of shifts, including evenings and weekends.

Night Shift:

Sunday through Thursday 3 pm - 8 pm and Saturday 9am – 1pm - \$10.50 per hour