



Bilingual Customer Service Representative

Huntersville, NC, USA

Job Category: Customer Service

Leave the shirt & tie routine at home and come work for a progressive energy services company offering natural gas and electricity services across the country. The energy industry is booming and XOOM is growing right along with it. The fact is, when you join XOOM Energy, the opportunities for professional and personal development have very few boundaries. We are looking for individuals that are ready for a challenge, willing to jump in and be a team player and able to make a difference.

~~ESSENTIAL FUNCTIONS

- Confer with customers by telephone to provide information about products or services or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints or comments, as well as actions taken.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Manage escalated customer calls.
- Contact customers to respond to inquiries and resolve customers' concerns.
- Obtain and evaluate all relevant information to handle inquiries and complaints.
- Record details of inquiries, comments and complaints in Customer Relationship Management System as well as actions taken.
- Prepare weekly customer care reports; analyze and organize data to submit to management.
- Communicate and coordinate with internal departments.
- Other duties as assigned.

KNOWLEDGE, SKILL SET & QUALIFICATIONS

*******MUST be Fluent in Spanish and English*******

- BA/BS or two to three years customer service experience

- Call center experience preferred
- Professional, proactive demeanor
- Excellent written and verbal communication skills and decision making skills.
- Intermediate knowledge of MS Office
- Attention to detail and accuracy
- Problem analysis and problem solving skills

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Equal opportunity employer.

Please send resume's to XoomCareers@XoomEnergy.com