

TITLE: IQUEUE Representative  
REPORTS TO: Team Leaders and Operations Management

### **Job Summary**

Please Note: This is a work from home based agent position that requires the applicant to have the scheduling flexibility to work days, nights, and weekend shifts

IQUEUE Representatives are instrumental in helping RM Factory achieve their business goals by receiving and processing telephone requests in an effective, efficient and courteous manner or conducting response to web chat. Success on a call means that an IQUEUE Representative has done his/her best to attain the objective of the call, whether obtaining/conveying information, making a sale, or capturing the required information correctly, with courtesy and the highest degree of professionalism. While initially assigned to a particular calling project, IQUEUE Representatives are reassigned to different calling/ projects, as business needs require.

### **Essential Functions/Primary Responsibilities**

- Receive, handle and terminate calls using company computer and telephonic equipment
- Verbally deliver a scripted message displayed on a computer screen using a telephonic headset.
- Some inbound calls are not “scripted” and require IQUEUE Representatives to interact with customers in a low or non-structured manner to obtain/convey information, make a sale, or capture information correctly.
- Input essential data and other required information into a computer system while speaking on the phone.
- Appropriately respond to questions according to client and company directives and expectations.
- Maintain minimum standards of call volume productivity and other project goals, per company expectations and campaign goals or objectives (ratio of order to calls taken, maintaining standard call length, etc.).
- Tactfully handle confrontational or stressful interactions with the public in a professional and dignified manner, taking care to represent our client’s brands in the best light possible.
- Be a self-starter and be highly motivated
- Accurately and reliably complete supporting paperwork, as required.
- Participate in ongoing training to maintain a high level of product knowledge and presentation and data collection skills.
- Regularly and reliably report for and complete entire shifts, as scheduled Work occasional overtime hours, as are required.

### **Knowledge, Skills and Abilities\***

- High school diploma or GED preferred. College degree exceptional
  - Excellent reading, typing, communications and interpersonal skills, required.
  - Ability to read and speak the English language fluently.(Language specific programs (i.e.; Spanish, Asian, French, etc.), will require proficiency in languages being hired for)
  - Ability to communicate effectively using telephonic equipment.
  - Ability to use a computer and frequently input data while speaking with customers/clients, requiring computer aptitude and typing skills of 30 words per minute minimum, with a high level of accuracy.
  - Sales interest and ability / presentation skills.
  - Excellent customer service skills; ability to handle stress and act tactfully with customers and coworkers.
  - Ability to process and implement new information in a timely manner.
  - Maintain a professional appearance at all times, as client interaction is often necessary.
  - Maintain and upkeep an organized and professional personal workspace that is confined and away from noise and high traffic areas.
  - Willingness and ability to work on various projects/campaigns, which are subject to change as needed.
  - Ability to meet assigned work shifts as needed by the Operations Manager, which are subject to change based on the nature of the project(s) available and the project assigned.
  - Willingness and ability to participate and work effectively as a team member with coworkers and all members of management.
  - Ability to handle confidential financial and personal information appropriately.
  - Frequent judgment, reasoning, patience, and negotiation when interacting with customers, clients and coworkers.
  - Ability to maintain acceptable adherence levels based on inbound call volume/outbound list dialing. Active on telephone system for 90% of scheduled shift.
  - Continuous speech and hearing for interactions with customers, clients and coworkers.
  - Ability to read and understand written material and information stored on computers and in hardcopy.
- **WORK SPACE REQUIREMENTS**
- A dedicated workspace with a door that closes and appropriate workspace tools, (i.d.; desk, phone, laptop, high speed internet service, clock, etc.)

### **Competitive benefits including:**

- **Ability to work from home**
- **Medical Insurance -100% Employee Funded**
- **Paid Vacation/Personal Days**

Please send resume to [elizabeth.bender@rmfactory.com](mailto:elizabeth.bender@rmfactory.com)

*\*RMFactory is an Equal Opportunity Employer. RMFactory offers reasonable accommodations to qualified individuals with a disability. RMFactory believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent nor the organization to just the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary to ensure the success of our endeavors.*

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