

**Job Title:** Customer Care Representative (3 positions)

**Job Location(s):** Eastern Caribbean Islands: Anguilla, Antigua, Dominica, Grenada, Guadeloupe, Martinique, Montserrat, St Kitts, St Lucia, St Martin, and St Vincent.

**Job Description:** Full-time.

Caribbean Collectibles Creations seeks a Customer Service Representative that is detailed oriented. Responsibilities include, but are not limited to, the following: Answering the telephone and providing information to customers and contractors. Assisting customers with orders for jobs; dispatching and/or driving of temporary workers to appropriate work sites; the development of new and existing customer relationships with telephone contact and sales activities; resolving customer problems and collections on customers' accounts. Assist new applicants with the employment process: answering questions and processing their applications.

**Travel Required:** 0%

**Relocation Expenses:** Not Paid

**Tele-Work:** Yes

**Minimum Experience/Education:**

High school graduate

1 year previous customer service experience

2 year account receivable/collections

Ability to handle pressure and multiple projects effectively

Excellent interpersonal and communication skills

Strong time management and analytical skills

Computer literate

**Preferred Experience/Education:**

Associates degree or equivalent

2 year previous customer service experience

3 year account receivable/collections

Telemarketing or comparable sales experience

Bi-Lingual

Ability to handle pressure and multiple projects effectively

Excellent interpersonal and communication skills

Strong time management and analytical skills

Proficiency in Microsoft Office

**Work Environment:** This position requires eye-hand coordination & manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment, bending, stretching, prolonged sitting, stooping, and lifting up to 50 pounds occasionally.

**Salary:** \$16. Per/hr

**Please submit resume & application as PDF attachments to:**

**HR@CaribbeanCollectibles.org**

Caribbean Collectibles Creations is an Equal Employment Opportunity employer. If a candidate is not elected for the announced position within 30 days, their application will be filed for future reference. All applications will be destroyed after 90 days. Candidates are encouraged to reapply. The employment process includes a pre-employment background investigation that applies to all applicants, employees, and contractors/sub-contractors of Caribbean Collectibles Creations. The scope of this inquiry covers such elements as education, employment history, a criminal history check, reference checks, and a pre-employment drug screen. Sensitive positions within the company may have more stringent standards.