



CONTACT CENTER REPRESENTATIVE JOB DESCRIPTION

Reporting Relationship: Team Leader (Chain of Command)
Location: Hays, MT
Status: Full-Time, Hourly, Non-Exempt
Preference: Native American Preference, Veteran Preference

POSITION SUMMARY

At Island Mountain Development Group, we rely on knowledgeable professionals to interact with our valued customers who have questions or concerns. We're looking for a highly skilled contact center representative to join our team, managing a large volume of inbound and outbound calls. The ideal candidate will be a quick learner who can memorize scripts and adapt them when issues arise during a call. This person will handle a variety of important supportive tasks, providing answers, insights, instructions, and assistance for purchases. As the voice of our company, the contact center representative must possess excellent communication and interpersonal skills, as well as be enthusiastic about helping consumers and driving their satisfaction.

KEY RESPONSIBILITIES

- Follow communication scripts and use knowledge of the portfolio's products and services
- Identify customer needs, research issues, resolve complaints, and provide solutions
- Memorize scripts for products and services, and refer to them during calls
- Meet daily qualitative and quantitative targets for yourself and your team, and achieve all objectives for service, productivity, and quality
- De-escalate situations involving dissatisfied customers, offering patient assistance and support
- Collecting payments from customers
- Perform other duties as assigned

POSITION REQUIREMENTS

- Punctuality and dependability.
- Professionalism and friendly mannerism.
- Great active listening skills
- Excellent verbal and written communication skills.
- Strong time management and organizational skills
- Adaptability and flexibility
- Comfortable working in fast-paced environments
- Ability to adapt to an every-changing work environment, delays, or other unexpected demands.
- Maintains a high degree of confidentiality, adheres to the company's policies and compliance procedures.
- Basic software skills such as navigation, Microsoft Office, typing, etc.

EDUCATION REQUIREMENTS

"CREATING A SELF-SUSTAINING ECONOMY FROM WITHIN."



- High School Diploma / HiSet / GED

POSITION HOURS

- This is a full-time, hourly, non-exempt position.
- Standard days and hours of work will vary depending on the business needs of the company.
- Saturday shifts and non-standard hours are required.

PHYSICAL REQUIREMENTS

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift-up to 25 pounds at a time.

TRAVEL

- Travel may be required for Professional Development, conferences, trainings, and meetings as a representative of IMDG.

PHYSICAL REQUIREMENTS:

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift-up to 45 pounds at times.
- Must be able to access various departments of a given location.

BENEFITS:

- Health, Vision, and Dental Insurance
- Company Paid Life, Accidental Death, and Dismemberment Insurance
- Aflac Large Group Options
- 401(k)
- Dependent Care Program
- Employee Assistance Program
- Employee Hardship Assistance
- Education Assistance
- Paid Time Off
- Paid Holidays
- Gym Membership Assistance
- Referral Program

DISCLAIMER

The preceding job description has been designed to indicate the general nature of work performed; the level of knowledge and skills typically required; and usual working conditions of this position. It is not designed to contain, or be interpreted as, a comprehensive listing of all requirements or responsibilities that may be required by employees in this position. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable

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accommodations may be made to enable individuals with disabilities to perform the essential functions.

EQUAL OPPORTUNITY EMPLOYER

IMDG is an Equal Opportunity Employer, and except to the extent required by Native American Preference and Veteran Preference, IMDG prohibits discrimination on the basis of race, color, creed, religion, sex, pregnancy, age, national origin, marital status, physical or mental disability, or any other basis protected by applicable law. This applies to all employment decisions, including hiring, promotion, termination, and other matters affecting terms and conditions of employment.

Island Mountain Development Group is a drug-free work environment. Pre-employment drug testing may be required. Applicants must consent to a background check.

Applications may be completed online at www.islandmtn.com.com.

or to request application material and submit an application, please contact:

Island Mountain Development Group, Human Resources Department
P.O. Box 470 Hays, Montana 59527 Phone: 406-673-3031 or Fax to: 406-673-3023

E-Mail: recruiting@islandmtn.com

This job description has been approved by:

Manager _____ Date _____

HR _____ Date _____

Employee signature below indicates the employee's understanding of the requirements, essential functions, and duties of the position.

Employee _____ Date _____