**Customer Service:  Healthcare Scheduling Appointments must be able to work on site.**

Qualfon is actively hiring customer service professionals to work onsite fielding inbound calls from our customers for a large US based company.

**Must be able to work in our office at 2200 Haine Dr Harlingen, TX**

**Our Mission:**

Qualfon, is on a mission to help as many individuals as possible pursue their total vocation, create and an ever-growing number of career development opportunities, and be the partner of choice for all our clients.

· Further your education and earn a college degree through our Qualfon University scholarship program

· FREE access to personal and professional support through the Qualfon non-denominational chaplaincy program

· Medical, dental benefits, vision and life & accident insurance for full-time employees

· Competitive wages

· Opportunities to earn additional income through incentives

· Paid time off

· We lead by example to ensure our amazing team members and supervisors embrace and live the Qualfon Mission & Values

· Qualfon is dedicated to ensuring all team members have Fun@Work!

**What we are looking for:**

Experienced phone agent who is adept in both customer service skills.

**Do you have great typing skills? Do you thrive on multi-tasking? Do you love helping others?**

Our elite client demands the best! Join our team where excellence and high performance are recognized!

We are an customer service center - Which means that customers are contacting you for help!

Contact us to see if you qualify for an interview!

Qualfon is a great place to work, grow and develop your career! Come partner with our Qualfon family.

**What you will be doing:**

· Highly driven to reach the many incentives and cash commission bonuses we offer

· Be energized and thrive in a fast-paced, high energy, and fun environment

· Answer chats and respond to emails and phone calls to listen and identify a customer’s need

· Care for your customers by servicing existing accounts, finding out additional needs, and placing orders for any desired services or products

· Follow up customer calls where necessary

· Track your productivity

**What skills you will need:**

· Be reliable in attendance, those who ‘Show up, Go up’!

· Ready to be challenged by goals and a high standard of professionalism

· Have a growth mindset and be excited about learning new things!

· Be flexible with the working schedule; may be expected to work weekends, holidays, and events

· Have a high competency with PC based internet and knowledge of customer service principles and practices

· Excellent data entry and typing skills, 35 words per minute

· Eighteen (18) years of age or older on or before hire date

· Motivated to rise in responsibility and advancement

· **Must love FUN!!!**

Job Type: Full-time

COVID-19 considerations:  
We are 100% compliant with social distancing and safety first for all of our team members in all of our locations