



Job Description

Position : Respondent Support Representative
Department : ASE (Access, Supply, & Engagement)
Team : Engagement – Respondent Support (North America)
Company : SSI

General Description:

Provide customer support to our online survey respondents (panel members or panelists) through the following modes: **a.** e-mail; **b.** phone call; **c.** voicemail; and **d.** social media (Facebook, Twitter, LinkedIn, and Pinterest to name a few). Basically, to answer their inquiries or questions, handle their complaints, troubleshoot problems and provide appropriate information and solutions to their problems.

Specific Tasks and Responsibilities:

- Answer e-mails and phone calls professionally
- Investigate issues and find solutions for our online survey panel members.
- Identify and escalate priority issues
- Route e-mails and phone calls to appropriate resource
- Process panel member requests accordingly
- Respond to panel member inquiries promptly and accurately
- Provide panel members with product and service information
- Track projects and follow up on issues relating to phone calls and e-mails received
- Follow up on e-mails and phone calls where necessary
- Handle and resolve panelist complaints on our Social Media pages (e.g. Facebook, Twitter, LinkedIn, and others)
- Help manage our Social Media pages

Qualifications:

- Proficiency in written and spoken American English
- At least 6 months to 1 year phone center experience is an advantage
- Knowledge of customer service principles and practices
- An advocate of excellent customer service
- Proficiency in relevant computer applications (e.g. Microsoft Outlook, Word, Excel, PowerPoint, and the like)
- Knowledge of proper internet usage
- Knowledge of using Facebook, Twitter, LinkedIn, Pinterest and other social media platforms
- Average typing speed

To Apply: Email resume to, cebucares@surveysampling.com