Yahoo! Hiring 125 new employees in Lockport, NY!!!

Please click HERE to apply

Yahoo is expanding in Lockport, and we are looking for top talent to join the Customer Experience Team. If you’re passionate about delivering world-class customer service, we want to meet you!

To be considered for the Customer Care Agent role, applicants must have:
- A Bachelors Degree
- GPA of 3.2 or higher
- Must have flexibility to work Monday through Sunday, between 6:00am and 9:00pm

JOB DETAILS: CUSTOMER CARE AGENT
The Customer Care Agent is responsible for providing world-class service to Yahoo! Customers by resolving customer inquiries through multiple contact channels, including phone and chat. The successful representative will address and resolve customer inquiries to ensure first contact resolution. The Agent is responsible for making every customer interaction count through relationship building and a consultative approach. He / she will identify opportunities to make every customer successful.

The Customer Care Agent should have high levels of discretion, and experience in handling highly sensitive material. The Agent must be well organized with the ability to work independently in a dynamic, fast-paced environment. He/she must be able to multi-task, prioritize workload, and should have solid decision making skills. The Customer Care Agent should consistently contribute ideas to further improve our customers’ experience with Yahoo!

PRIMARY RESPONSIBILITIES:
- Provide world-class service to all Yahoo! Customers in a customer centric environment
- Successfully resolve complex customer e-mail and telephone inquiries through the use of multiple customer support tools. Assisting customers with inquiries while providing consultative support and recommendations
- Document in detail all interactions with customers. Effectively articulate complex information to a variety of technical and non-technical customers. Educate customers on products and help customers to be successful
- Identify and evaluate opportunities to increase customer retention and satisfaction through the use of up/cross selling products and services. Successfully performs against department scorecard metrics including Quality Assurance, Average Handle Time, and Customer Satisfaction Rating

MINIMUM REQUIREMENTS:
- Bachelor's Degree in any discipline required
- Required 3.3 GPA or higher
- 6 months of successful customer service or internet experience
- Must have flexibility to work Monday thru Sunday, between 6:00am – 9:00pm

PREFERRED:
- World-class customer service focus, strong interpersonal skills, and superior verbal and written communication skills
- Proven ability to communicate complex technical problems in "customer friendly" language
- Consistent record of outstanding quality assurance scores
- Proven ability to work in a dynamic, nimble, and fluid work environment
- Demonstrate superior troubleshooting skills with hardware and software applications in a PC/Mac environment. Ability to think outside of the box and find creative ways to solve customer problems
- A working understanding of e-commerce principles and support elements
- Solid decision making skills
- Intermediate knowledge of Microsoft Office suite

Yahoo! Inc. is an equal opportunity employer. For more information, please visit http://careers.yahoo.com.

If you have any questions, please e-mail pseninde@yahoo.com