

Sutherland is seeking a reliable and detail-oriented person to join us as **Associate – Customer Service**. We are a group of driven and hard-working individuals. If you are looking to build a fulfilling career and are confident you have the skills and experience to help us succeed, we want to work with you!

Consultants in this role get to:

- **Be the point of contact:** Provide exceptional customer service. Demonstrate an ability to problem solve, complicated issues through calls/emails/chat. Provide prompt and efficient service to Customers including appropriate escalation of issues.
- **Be a Problem Solver:** Provide basic troubleshooting on a variety of products and services. Respond to inquiries about services resolve queries confidently in a friendly, effective, clear, professional, and knowledgeable manner.
- **Take the Lead:** Achieve and maintain required metrics and goals. Remain updated in client and industry led processes, technology applications, utilities, and products. Maintain a positive and professional demeanor always portraying the company in a positive light and effectively managing sensitive issues.
- **Be the Expert:** Actively seeks solutions through logical reasoning and data interpretation skills and identify trends to appropriate channel including improvement suggestions.
- **Consistently deliver:** Demonstrate excellent time-management skills and the ability to work independently while using departmental resources, policies, and procedures. Maintain acceptable performance metrics such as quality, productivity, first contact resolution, and attendance.
- **Be a Team Player:** Work and partner with others, within a team-based environment. Contribute to a positive team environment and proactively aids team members with difficult contacts as needed

Our most successful candidates will have:

- Excellent oral and written communication skills
- Comfortable to work in Night Shifts
- Maintain high level of expertise, soft-skills, and telephone etiquette skills
- Ability to provide quality customer support via telephone/mail/chat and provide resolution as per policy
- Ability to demonstrate effective communication, composure, and professional attitude
- Ability to embrace constant change with flexibility and good grace
- Ability to communicate precisely and clearly with a 'friendly ambiance'
- Ability to demonstrate appropriate sense of urgency
- Ability to recognize when escalation is required to team leads
- Ability to drive process & tool improvements
- Ability to prioritize, time management skills, with a high degree of flexibility