

Position:

PT/FT English/Spanish Customer Service Representatives (McLean, VA)

Primary Responsibilities:

- Resolve customer complaints via phone, live chat and email in a timely and courteous manner
- Cancel or update bus schedules
- Inform customer of deals and promotions
- Handle changes in policies or renewals

Requirements:

- Minimum one year of customer service experiences
- Demonstrate passion for excellence with respect to treat and care for customers
- Ability to communicate clearly and professionally, both verbally and in writing
- A pleasant, patient and friendly attitude
- Strong problem solving skills, excellent communication skills and able to use internet efficiently to help customers
- Possess a strong work ethic and team player mentality
- Call center customer service experience preferred
- College degree preferred

Location: McLean, VA

Type: Part-time

Please send your resume and cover letter to career@iLIKEBUS.com.