**Total Wine & More**

**Call Center Customer Support Specialist - Temp & Work@Home**

**Career Connector Job ID #11972**

Description

Call Center Customer Support Specialist - Temporary & Work from Home

We're looking for Temporary Work-from-Home Full-Time Team Members who are passionate about delivering exceptional customer experience to join our Customer Care Center team! You will work with our guests and store teams by phone, email, live chat, and social media to provide first contact resolution. If you have a sense of empathy when engaging with people along with the ability to manage multiple, concurrent issues while working collaboratively with other departments, this would be a great role for you. This is a temporary position with the potential to transition to permanent in the future.

You will

Work with customers to resolve issues on the first interaction and follow-up with those requiring additional information

Partner with other teams to gather information for customers and projects

Work with customers to identify products and quantities to make their events a memorable experience

Build relationships with customers by providing a positive and informative experience

Use internal tools and systems to manage a productive work flow

Partner with customers through their preferred method i.e. phone, email, chat, or social media

Build lasting relationships with store teams by supporting them through phone and email for web orders and guest relations

Document all communications with customers to promote a consistent experience across all touch points

You will come with

Must be 21 years of age or older

US Citizen or green card holder
2+ years in high-end retail or guest services/restaurants/hotels
2+ years in a contact center or guest service environment
A team player mentality
Experience developing solutions and solving problems
Technologically proficient and customer-focused
Must be punctual with attendance and shift start
Certificate of training in a customer service program or prior customer service experience desired

Additional Requirements (with or without accommodations)

This is a temporary full-time position (40 hours per week) and may require evenings (until 10 PM EST) and weekend work
Opportunity to work overtime as needed
Flexible schedule required
Needs to be able to perform all job responsibilities from home with future ability to transition into the Bethesda, MD corporate office environment when needed. Job requires high-speed internet.

**To Apply**

<https://totalwine.csod.com/ats/careersite/JobDetails.aspx?id=8758&site=38>