

## Candidate Requirements

- High energy and positive attitudes are the driving force in success in this project.
- Courteous, patience with strong customer service orientation.
- Knowledge of intermediate computer operations.
- Ability to learn.
- Dependable with proficient attention to detail.
- Good listening and responding skills.
- Curious about fixing peoples issues.
- Computer experience, with solid navigation skills and the ability to be good with numbers.
- Patience to handle complex customer issues.
- Strong ability to connect with customers building solid relationships through question probing, empathy and working hard to solve issues.
- QuickBooks experience, tech and financial background is a plus.
- Willingness to rotate shifts, as needed.

## Description and Responsibilities

- Inbound calls.
- Current Intuit customers only.
- Call drivers range from all types of calls and can consist of the following but are not limited to payroll, taxes, payments, timecards, and reconciliation.
- Small business owners or accountants from companies with 150 employees or less.
- Inbound calling from current customers.
- Minimum 6 months Customer Service experience.
- Ability to positively connect with customers by showing empathy, ownership, assurance and value statements.
- Mandatory use of knowledge-based tools.
- Not held to a call handling time, but agent needs to resolve issues in a through and timely manner.
- Multi-tasking, taking notes while on the phone resolving customer issues.

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| <ul style="list-style-type: none"><li>• Computer skills and computer navigation skills needed. Minimum of 5 windows will be open at all times up to 12 windows.</li></ul>        |
| <ul style="list-style-type: none"><li>• Ability to solve problems on a case by case basis by using probing questions and evaluating the details given by the customer.</li></ul> |
| <ul style="list-style-type: none"><li>• Knowledge of intermediate computer operations.</li></ul>                                                                                 |
| <ul style="list-style-type: none"><li>• High School Diploma or GED is required.</li></ul>                                                                                        |