



Customer Service Representative

Primary Duties:

Customer Service Representatives at the Epilepsy Foundation of Minnesota (EFMN) answer inbound telephone calls and provide customer service to donors of used clothing and small home items. Representatives also solicit donations by phone and perform basic data entry. This is a part-time position. The Customer Service Representative works M-F, 8:00 am - 12:30 pm. The hours and days are not flexible.

Essential Functions:

- Takes inbound calls. Responds politely and professionally to questions, complaints, and pick up requests.
- Solicits donations of used clothing and small home items by telephone.
- Determines when a call necessitates counsel from a supervisor or manager.
- Follows established scripts and guidelines when calling prospective donors. Thoroughly explains collection services and community benefits of services.
- Enters data into computer to designate pickups, messages, address changes, email address updates, and any other relevant information.

Position Requirements:

- Any combination of education and experience that demonstrates the knowledge and ability to perform the work.
- Excellent interpersonal and communication skills.
- Proficient in Microsoft Office.
- Ability to type and handwrite while talking on the phone through a handset.
- Ability to understand, follow, and transmit written and oral instructions.
- Demonstrated ability to work with a wide range of individuals of varying abilities from diverse racial, ethnic, developmental and economic backgrounds.

Additional Information:

Location: Twin Cities

Hourly Rate: \$11.00

Posting Closing Date: Open Until Filled

How to apply:

Qualified candidates may send a completed application to hbesonen@efmn.org. Applications can be found on the Epilepsy Foundation of Minnesota website (<http://www.epilepsyfoundationmn.org/about-us1/careers/>).

Candidates can also fax their application to 651-287-2325, ATTN: HR or apply in person at our St. Paul office (1600 University Ave. W., Ste. 300).