

Call Center Agent (Colombia)

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Company: 24 Hours Group

Location: Leticia

Category: other-general

Job Description

This is a remote position.

The Call Center Agent will be answering inbound calls, converting them to leads, and later to towing jobs.

1. Responsible for managing a whole lot of incoming and outgoing calls in the operations.
2. Identify the needs of the client and find a solution to them.
3. Answering inbound calls, converting them to leads, and later to towing jobs.

WORK CONDITION

1. Full Time Remote
2. Pacific Time Zone
3. Weekly Payout
4. Shift-based — in a Call Center that works 24/7.

Requirements

1. Computer Specifications

Minimum Intel Specs

Processor: Core i7 8th generation (and above)

Core i5 10th generation (and above)

RAM: Minimum of 12 GB

Storage: 128 GB SSD or higher

Graphics: 2 GB graphics memory

Minimum AMD Specs

Processor: AMD Ryzen 5,7,9 (Minimum series 3600)

RAM: Minimum of 12 GB

Storage: 128 GB SSD or higher

Graphics: 2 GB graphics memory

Macintosh Specs

Processor: Core i7/ i5 / M1/ M2

RAM: Minimum of 12 GB

Storage: 128 GB SSD or higher

Graphics: 2 GB graphics memory

2. Main Internet Speed Requirement

Jitter: below 10ms

Latency: below 160ms

Upload: more than 25mbps

Download more than 40 mbps

Using internet speedtest:

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3. Power Backup

A reliable power backup that could sustain a minimum of 8 hours (full shift)

Examples: Generators// Solar Panels// Portable power inverters etc. (UPS is not enough)

4. Internet Backup (Secondary internet)

Jitter: below 10ms

Latency: below 160ms

Upload: minimum of 25mbps

Download: minimum of 25mbps

*Power and Internet Backup is **MUST**.*

Requirements

TECHNICAL & PHYSICAL REQUIREMENTS:1. High speed and stable internet connection 2. A modern laptop/ desktop with a working headset and mic (Minimum of I-5 generation 10 for processor and 12GB RAM) Note: This is an important requirement, if you don't have the minimum requirements. Sorry, but you won't be able to proceed with your application. 3. Super important — a quiet place to work, without any background noises 4. Power back up and internet back up is a MUST.

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