

## Call Center Agent (Colombia)

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Company: 24 Hours Group

Location: Sincelejo

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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