



Be the Best and make each person's Life Better!

Qualfon is actively hiring Customer Service Representatives fielding inbound calls from our customers. Our office is open and located at 8415 Datapoint Dr #300, San Antonio, TX 78229. We currently have remote opportunities too!

Our Mission:

Qualfon is on a mission to help as many individuals as possible pursue their total vocation, create an ever-growing number of career development opportunities, and be the partner of choice for all our clients.

- Further your education and earn a college degree through our Qualfon University program
- FREE access to personal and professional support through the Qualfon Care Coaches' program
- Medical, dental benefits, vision and life & accident insurance for full-time employees
- Competitive wages
- Opportunities to earn additional income through incentives
- Paid time off
- We lead by example to ensure our amazing team members and supervisors embrace and live the Qualfon Mission & Values
- Qualfon is dedicated to ensuring all team members have Fun@Work!

Your Responsibilities:

- Answer incoming calls and assist customers
- Research information in databases to resolve customer issues
- Maintain composure in escalated situations
- Operate accurately and efficiently in a fast-paced environment
- Handle multiple responsibilities at one time

Your Requirements:

- 1 year of Customer Service experience
- Attention to detail when entering data into client system

- Computer proficiency with applications
- Eighteen years of age or older on or before hire date
- Minimum education of a High School diploma or GED
- Professional appearance and conduct
- Demonstrated ability to handle irate customers
- Must be able to type at least 25wpm/90% accuracy
- Must own computer/laptop for remote work option

Job Type: Full-time

Starting pay: \$11.00 per hour

COVID-19 considerations:

We are 100% compliant with social distancing and safety first for all of our team members in all of our locations.