

JOB DESCRIPTION

Position:

Customer and Agent Support

Date of opening:

Immediately

Duties:

1. Utilize computers to
 - a. Maintain customer accounts thru our own software
 - b. Reconcile vendor accounts thru use of various software including excel
 - c. Print various reports, cards, etc.
 - d. Analyze data
2. Answer phone calls to
 - a. help customers and agents
 - b. redirect misplaced calls to right person
3. General filing of
 - a. customer issues
 - b. A/P paperwork
 - c. A/R paperwork
 - d. Others
4. Going out to
 - a. Bank for deposits
 - b. Post office to drop and collect mail
 - c. FedEx to drop packages and envelopes

Qualifications:

1. Familiarity with various computer software :
 - a. Excel
 - b. Windows preferably 2000
 - c. Word
 - d. Quickbooks preferred but not required
2. Typing skills to be a minimum of 30 wpm
3. Analytical skills to :
 - a. Understand and solve problems of customers and agents with step by step approach
 - b. Reconcile large vendor invoices
- 4. Understand principles of accounting.**
5. Organizational skills
6. Multi tasking ability to deal with several issues at the same time
7. Courteous phone skills
8. Must have a valid driver license.
9. Language Ability:
 - a. Must be fluent in Turkish and English in
 1. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
 2. Ability to write reports, business correspondence, and procedure manuals.
 3. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Education/Experience:

Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and Experience in telecommunication or networking. Understanding of the internet technology is a plus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the environment is moderate. Will be required to go to bank, post office etc. by public transportation or use of own/company vehicle.