



CAREER OPPORTUNITY

Internal and External Posting	
Position Title	Call Center Agent – Part-time
Position #	54011
Posting #	1876
Location	Greenville, NC
Description	This position provides non clinical administrative support to the Call Center/Customer Services. The Call Agent’s primary responsibility is to answer inbound calls and assist callers by connecting them to the appropriate party, sharing information, providing technical assistance, answering questions, handling and/or resolving complaints. The call center is often the first interaction with our agency therefore the call agent must respond to the caller’s needs in a professional service-oriented manner and maintain the highest level of customer satisfaction by seeking first call resolution.
Requirements	<p>Education: Graduation from High School/GED.</p> <p>Experience: Minimum one year of call center and/or customer service experience or equivalent combination of higher education and experience. Prefer one year of work experience in mental health, substance abuse and developmental disabilities.</p> <p>Must have valid driver’s license.</p>
Salary Range	Hourly – Based on salary range of \$13.24 - \$24.85 per hour.
Hours	Saturday 8:00 a.m. to 8:00 p.m. - Sunday 8:00 a.m. to 8:00 p.m.
Contact	Denise Harmon
Address	144 Community College Rd. Ahoskie, NC 27910
Telephone	1-866-998-2597
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Email	CareerOpportunities@TrilliumNC.org
Published	12-05-18
Closing Date	<p>12-13-18. A NC State Application (PD-107) must be completed in full (resumes alone will not be accepted). Application must detail education and experience related to the above requirements in order to qualify. It is recommended that a transcript be included with the PD-107 to verify educational qualifications.</p> <p>Applications must be received in the Ahoskie Office by 5:00 p.m. to be considered. Applications may be downloaded from www.trilliumhealthresources.org under Careers.</p>
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