

**JOB TITLE: PART-TIME REMOTE OUTBOUND CUSTOMER SERVICE REPRESENTATIVE – COLUMBUS, OHIO AND SURROUNDING AREA: \$15-\$20/HR**

**Who We Are:**

**PATH | Grow Boldly** is a market research firm based in Columbus, Ohio. We are a multi-generation family business that helps companies grow by aligning their business operations around their customers and employees. We believe in data-driven strategies to understand opportunities across our clients' business; data informs creative and better solutions that will drive more value. PATH stands for **People Are The How**. We believe that the most important component to our success is our culture and the people that make it go. We achieve that by providing a positive family environment that is built upon trust, integrity, and empowerment.

The base pay is \$15/hour, that could increase up to \$20/hour with performance incentives.

**What You'll Do:**

**This isn't your typical call center environment.** You are an **Outbound Customer Service Representative**; you'll be collecting information via phone about how customers perceive the experience they had when dealing with our clients. You won't be making long calls all day, struggling to land a sale or gather collections! Your calls will average at 3-5 minutes and you're an integral part of our market research process. You're making a difference because you're facilitating the improvement of customers' experiences.

**What We Expect of You:**

- Attendance is paramount: be present and on time!
- Complete questionnaires by phone with customers across the country to learn about their experience while dealing with our clients
- Routinely deliver professional service
- Consistently meet established standards for productivity and quality for outbound calls to customers
- Provide clear explanations of problems encountered in customers' experiences with clients

**What You'll Need:**

- Two or more years of any type of marketing, hospitality and/or customer service experience (**required**)
- One year of call center experience (**preferred**)
- Competency in Microsoft Office Suite (Word and Excel)
- Detail-oriented with attention to detail
- Clear communication skills
- Time management skills
- Ability to maintain a positive attitude in all situations
- Bilingualism is a plus: in particular, Quebecois/French and Spanish

**What You'll Get:**

- Real-world experience in Marketing Research
- Active use of research methodology
- Perfected customer service skills
- Exposure to analytical data



- Refined verbal and written communication skills
- Proficiency in MS Office Products
- Business professionalism

**Education:**

High School Diploma or equivalent

**Benefits:**

- Empowering team atmosphere
- Paid holidays
- Cash incentives for high performance
- No sales involved
- Flexible hours, between 9am-5pm Monday-Friday

Job Type: Part-time

Pay: From \$15.00 per hour