



## **Call Center Operator (Outbound Part-Time/29 hours per week maximum)**

**COMPANY:** FROM INTERACTIVE WEB SITES TO TARGETED, CONTEMPORARY PRINT PUBLICATIONS, IOSTUDIO IS A NATIONALLY RECOGNIZED MARKETING COMPANY PROVIDING INNOVATIVE WEB, EMAIL, PRINT AND VIDEO SOLUTIONS FOR LOCAL, REGIONAL AND NATIONAL CLIENTS. OVER THE LAST 10 YEARS, WE HAVE GROWN INTO AN AWARD-WINNING, MULTI-MILLION-DOLLAR COMPANY BUILT ON THE PASSION AND INGENUITY OF A REMARKABLE TEAM OF PROFESSIONALS WHO WANT MORE FROM A JOB THAN JUST BRINGING HOME A PAYCHECK.

NAMED ONE OF THE 50 FASTEST-GROWING, PRIVATELY OWNED COMPANIES IN THE REGION IN 2008 AND 2009, IOSTUDIO IS ALL ABOUT FINDING THE TALENTED, DEDICATED FEW WHO FLOURISH IN THE COLLABORATIVE ENVIRONMENT WE OFFER. IF YOU PREFER TO “CHANGE THE WORLD” INSTEAD OF SIMPLY HAVING A JOB, IF YOU’RE COMMITTED TO DOING THE BEST WORK POSSIBLE BY JOINING FORCES WITH THE BEST TEAM IN NASHVILLE, IF YOU WANT TO WORK FOR A COMPANY THAT OFFERS OPPORTUNITY, GREAT BENEFITS AND A BEAUTIFUL OPEN OFFICE ATMOSPHERE, THEN CONTACT US TO LEARN MORE ABOUT THIS POSITION.

**JOB LOCATION:** NASHVILLE, TENNESSEE

**JOB DESCRIPTION:** IOSTUDIO, LLC, IS EXPERIENCING RAPID GROWTH AND SEEKING TALENTED CALL CENTER OPERATORS/CUSTOMER SERVICE PERSONNEL. YOU WILL BE REQUIRED TO HAVE OR GAIN AN IN-DEPTH KNOWLEDGE OF OUR CLIENT’S PRODUCTS AND SERVICES. REPORTING TO A MANAGER OR SHIFT SUPERVISOR, YOU WILL PROVIDE A BASIC LEVEL OF CUSTOMER SUPPORT BUT REFER MORE COMPLEX PROBLEMS TO OTHER STAFF MEMBERS.

- RESPOND TO CLIENT LEADS IN A TIMELY MANNER IN ORDER TO INCREASE THE NUMBER OF LEADS TURNED INTO APPLICANTS AND DECREASE THE AMOUNT OF TIME SPENT BY FIELD REPRESENTATIVES WORKING THOSE LEADS.
- PRE-QUALIFY LEADS VIA THE TELEPHONE, EMAIL AND/OR INSTANT MESSAGING TO: A) CONVERT THEM INTO APPLICANTS, B) CONNECT THEM TO THE FIELD REPRESENTATIVE OR C) DISQUALIFY THE LEAD.
- PROFESSIONALLY INTERACT WITH POTENTIAL APPLICANTS TO ANSWER ANY QUESTIONS THEY MAY HAVE ABOUT THE CLIENT.
- COMPLETE AN AVERAGE OF 35 CONTACTS PER DAY.
- APPLY EXPERIENCE AND JUDGMENT TO PLAN AND ACCOMPLISH GOALS.
- WORK UNDER IMMEDIATE SUPERVISION, FOLLOW PROCESSES AND PROTOCOL AS OUTLINED.

### **MINIMUM REQUIREMENTS:**

- HIGH SCHOOL DIPLOMA.
- MINIMUM 2+ YEARS OF CALL CENTER/CUSTOMER SERVICE EXPERIENCE.
- DEMONSTRATED SALES, CUSTOMER SERVICE AND/OR RECRUITING EXPERIENCE REQUIRED.
- ABILITY TO TYPE 30WPM AND TALK ON THE PHONE TO POTENTIAL APPLICANTS 100% OF THE TIME.
- PROFESSIONAL VERBAL AND WRITTEN COMMUNICATION SKILLS A MUST. CLEAR SPEAKING VOICE REQUIRED.
- PATIENCE AND APPROPRIATE DEMEANOR IS REQUIRED, AS THE MAIN GOAL OF POSITION IS TO PROVIDE POSITIVE COMMUNICATION TO POTENTIAL APPLICANTS.
- MILITARY EXPERIENCE A PLUS.

FOR CONSIDERATION, PLEASE SUBMIT RESUME AND SALARY REQUIREMENTS TO  
[JOBS@IOSTUDIO.COM](mailto:JOBS@IOSTUDIO.COM).

ONLY EMAILED SUBMISSIONS WILL BE CONSIDERED.

IOSTUDIO IS AN EQUAL OPPORTUNITY EMPLOYER (EOE). QUALIFIED APPLICANTS ARE CONSIDERED FOR EMPLOYMENT WITHOUT REGARD TO AGE, RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, SEXUAL ORIENTATION, DISABILITY OR VETERAN STATUS.