

Job Posting – September 24, 2013

Kelly Services®



Since 1946, Kelly Services® has been providing outstanding employment opportunities to the most talented individuals in the marketplace. Today, they are proud to offer a temporary opportunity to work in a call center for employees who are fluent in speaking, reading, and writing French Canadian and English in Portland, Oregon.

Working in a professional, fast-paced environment, agents will prescreen callers in French Canadian to see if they prequalify for clinical trials for cat allergies and osteoporosis. Agent will prescreen callers in English for clinical trials for cat allergies, osteoporosis, fibromyalgia, endometriosis, celiac disease, and other clinical trials as business need dictates. Agent is required to strictly adhere to the IRB approved scripts, frequently asked questions, and/or data collection tool; along with adherence to company and client standard operating procedures and policies. Agent may also be required to respond to contacts from potential subjects via email, internet, social media, and/or voicemail. Pay rate is \$14.00-\$16.00 an hour depending upon experience.

Please email your resume to Ellen.irwin@kellyservices.com or contact Ellen Irwin at 503-643-1614

Job Description

Project that will require 2 general operator agents fluent in reading, writing, and speaking French Canadian and English.

Project duration:

4 months with the likelihood of being extended

Staffing needs:

- 1 agent Monday-Friday 5a-1:30p
- 1 agent Monday-Friday 8:30a-5p

Project description:

We are currently seeking a call center agent to be involved in pre-screening potential subjects over the telephone in high volume call traffic to determine their initial eligibility for, and interest in, a clinical trial study. Agent will prescreen callers in French Canadian to see if they prequalify for clinical trials for cat allergies and osteoporosis. Agent will prescreen callers in English for clinical trials for cat allergies, osteoporosis, fibromyalgia, endometriosis, celiac disease, and other clinical trials as business need dictates. Agent is required to strictly adhere to the IRB approved scripts, frequently asked questions, and/or data collection tool; along with adherence to company and client standard operating procedures and policies. Agent may also be required to respond to contacts from potential subjects via email, internet, social media, and/or voicemail.

Agent will be involved with placing outbound call attempts to contacts for purposes including, but not limited to, providing educational information, determining potential interest and eligibility in participation in a clinical trial study, conducting follow-up, collecting updated contact/business information, and/or providing information about goods or services on behalf of a client. Candidates must be comfortable making outbound calls for the entirety of their working shift.

Essential Duties and Responsibilities:

- Pre-screens potential subjects received through the automated ACD system.
- Answers and processes potential subject inquiries received through the automated ACD system, voicemail, internet, social media, mail, or email in a timely and satisfactory manner. Contacts may be received in both French Canadian and English.
- Manage daily workload and follow-up as it relates to meeting client timeframes and deliverables.
- Answers potential subject questions regarding study specific information (e.g. purpose of the study, compensation for participation, etc.) exceeding client & customer expectations by solving issues in an accurate and efficient manner.
- Makes outbound calls, and research, as needed, to resolve any potential subject's inquiries.
- Enter data accurately in the computer system.
- Handle irate customers in a professional manner.
- Adheres to IRB approved scripting and frequently asked questions.
- Performs other related duties as required or requested.
- Consistently meets or exceeds expected daily quota of outbound call attempts made.
- Make follow-up outbound calls, and research, as needed, to resolve any contact complaints or concerns.
- Create voice recordings, as necessary, in English and required secondary language(s).
- Create written documents and scripts, as necessary, in required secondary language. Work collaboratively with team mates, team leads, and clients to finalize scripts and other documents in required secondary language(s).
- Capture information in required secondary language and complete documentation as needed in English, as necessary.
- Perform other related duties as required or requested.

Education & Experience Requirements:

- Education equivalent to graduation from High School or GED equivalent, demonstrating the ability to use proper telephone etiquette, including good grammar, and voice projection; Bachelor's degree is a plus.
- One or more years of experience in a call center environment preferred, demonstrating Knowledge and experience of a customer service environment.
- Demonstrates the ambition to learn the call center skills and environment.
- Demonstrates exceptional customer service skills, is friendly, courteous and helpful at all times.
- Demonstrates the ambition to learn and reference project specific documents to successfully and accurately complete job requirements.
- Demonstrates strong written and oral communication skills and the ability to construct comprehensive narratives from information provided.
- Demonstrates good computer skills with the ability to type a minimum of 40 wpm. Must be able to toggle back and forth between sessions quickly and accurately.
- Demonstrates proficiency with Microsoft Office Suite.
- Demonstrates ability to fluently to read, write, and speak English.
- Demonstrates ability to fluently read, write and speak French Canadian. Fluency is expected to be native-speaker level.
- Demonstrates the ability to translate concepts from English to the required secondary language and vice versa.
- Demonstrates the ability to communicate customer needs to teammates, team leads, supervisors, and/or clients, as necessary.