



Position Title: Operations Associate

Position Type

Full-Time

Work Authorization

U.S Citizen or U.S. National, Permanent U.S. Resident

Description

The main function of an Operations Associate is to provide exceptional customer service to our wholesale, bank, and retail clients. Operations Associates assist customers with questions, complaints, orders, returns and various other customer support related functions. Customer support is provided via phone and email.

- Answering incoming calls promptly
- Listen to customer concerns and complaints with the goal of identifying the causes of the problem
- Contact clients to notify them when adjustments to an order are needed
- Performing voids and sales returns for our bank clients
- Assisting with password resets and user modifications
- Assisting with creation of new locations, rate modifications, and other functions in CEIFX
- Managing Redmine tickets and support/operations emails
- Forward or fill supply requests
- Processing incoming inventory and non-inventory orders and book wholesale trades
- Ensure all operations deadlines are met daily / Follow all Operations Performance Standards

Location

Miami, FL 33156

Desired Major(s)

N/A

Salary Level / Compensation Type

\$18.50 Per Hour

How To Apply

Please apply online: www.CEIFX.com/Careers

