Job Type: Full-time
Job Title: CAR - Customer Account Representative

Company Information

Name: PSB, Inc.
Web Address: www.psbtests.com
Industry: Education
Company Profile: The Psychological Services Bureau, Inc. (PSB) is committed to excellence in testing, research, and collaboration in the advancement and nurturance of human potential.

The purpose of PSB is to help prepare health occupations educational programs and their applicants to make thoughtful and effective choices when confronted with career educational decisions. These decisions will affect both the program and the applicants' ability to meet the demands of tomorrow.

PSB was established in 1955 when nursing school directors sought to identify with greater accuracy the potential for an applicant's successful completion of the educational program and productivity in the career choice. The directors desired to increase the quality and quantity of educational time available to those persons most likely to complete the program and to preserve those equally conscientious but less adept, from experiencing an undue sense of failure.

What began as a single test instrument used by a select group of schools has evolved through customer focus and direction to include examinations geared to all health occupation disciplines and an ever-widening customer base.

PSB's goal is to continue to meet our customers' needs for reliable and effective assessment tools. We will strive to engender and operate a business that is responsive to its customers and their evolving needs.

Job Information

Location: Charlottesville, Virginia, United States
Regions:
Functions: Marketing/Sales/Business Development
Eligible Candidates: Alumni, Second Year Students (Graduating May 2007), First Year Student

Description: The primary purpose of this position is to ensure positive customer relations; to assist customers with testing processes; to troubleshoot technical problems; to verify and set up new accounts; to set up offsite testing; to assist in marketing; to provide follow up service to customer base; to contribute to quality control over customer service related issues and to assist CAR's in maintaining contact with customers. Use your energy and imagination to provide fast, accurate solutions for the constant needs of clients, technicians and teammates in all departments. Interact with every facet of our business
from finance and news to broadcast and analysis, in an exciting, eclectic culture.
This job consists of answering customer service related calls; maintaining a call log;
verifying new accounts; setting up offsite testing; and to assist the CSR/Scorer with
processing orders for shipping including packaging and preparing UPS tracking
documentation; keeping your work area clean; assisting other office personnel when
needed. Always delivering customer service in such a way that positively affects the
customers perception or call experience!
Qualifications: MINIMUM REQUIREMENTS:
High school diploma/Associates Degree preferred
Attention to detail
Customer service experience
Ability to understand and follow English instruction
Ability to meet deadlines
Multi-task oriented
Excellent communication skills and problem solving abilities
Works well with others
Proficient with Microsoft Word, Excel, QuickBooks
Ability to communicate technical information to non-technical audiences
Permanent U.S. Work Authorization required.
Compensation: to be determined

How To Apply

Contact Name: Boni Boutelle
E-mail: psbpersonnel@aol.com
Phone: 434-293-5865
Fax: 434-293-5885
Address: 2774 Hydraulic Road
Suite 101
Charlottesville, VA, 22901
United States
Preferred Method: E-mail, Fax