Job Type: Part-time
Job Title: Telephone Receptionist

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: Other
Eligible Candidates: Alumni, Second Year Students (Graduating May 2007), First Year Student
Description: This job consists of answering initial incoming calls, multi-lines, (ideally on second ring); directing customer calls to appropriate CAR; maintaining a call log; scoring answer sheets; creating PDF files; uploading and emailing student results to respective schools; preparing paper orders for shipping including packaging and preparing UPS tracking documentation; ordering office supplies; keeping your work area clean; assisting other office personnel when needed. Always delivering customer service in such a way that positively affects the customer's 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
Other Information: Very flexible schedule - telephone hours from 9-3; we are willing to work with you!

How To Apply

Contact Name: Boni Boutelle
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