



Call Center Specialist The Colony, TX

Have you been looking for a young, growing and award winning company that you can get behind and feel good about the impact it has sustainability and recycling efforts. Quest is a full service environmental consulting and management group supporting the efforts of Fortune 500 companies seeking to maximize profits and mitigate risks and minimize their ecological footprints.

If you want an opportunity where your efforts made an impact, Quest has a very good opportunity in our call center to learn about a great industry that you can believe in. The call center is a great training ground for people to learn our business and advance within Quest. In fact the opening is due to someone moving to another area of the company.

The Ideal Candidate Will Be Able To:

- Previous work experience in an environment taking inbound and making outbound calls.
- Strong Customer Service & Relationship Building Skills
- Proficient with Microsoft Office is a Must (Excel, Word, Outlook and PowerPoint)
- Heavy Client Contact & Interaction via Phone and Email
- Extremely detail oriented with strong organizational skills
- The ability to quickly learn multiple software and database formats as required by Client(s)
- The ability to work independently and complete tasks within given timeframes
- Capable of working with multiple teams across all lines of business
- A Quick-Thinking, Problem-Resolving Attitude
- The ability to thrive in a competitive, goal-driven environment
- The ability to manage day to day customer interaction, provide superior customer service and display a sense of urgency to customer needs
- The ability to work proactively to meet customer needs by communicating trends and assisting in execution of improved processes
- Continually seeks opportunities to increase customer satisfaction and deepen customer relationships
- Understands how to communicate difficult / sensitive information tactfully
- Positive attitude and team player
- Recent college graduates are encouraged to apply



Our Employees Enjoy:

- Benefits Package: Medical/Dental/Vision, 401(k) Plan , Life, STD/LTD
 - Company paid medical insurance for employee –only coverage
 - Company paid Life, Short term and Long term disability plans
 - 401k: Match 100% up to 3% of contributions and vested in the match immediately
 - Employee Stock Purchase Plan
 - Health and life insurance plans eligible 1st of month following 30 days of employment
- Paid Holidays and Paid Time Off
- Free On site gym
- Fun work environment
- Casual business dress, aka jeans!
- Great Incentives and Rewards
- Opportunity to be part of a young and growing company
 - Received Employer of the Year Award (2011)
 - Received Entrepreneur of the Year Award (2013)
 - Ranked as fasted growing public company in No. Texas (2015)
 - Ranked one of the top 100 largest public companies in TX (2015)