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Remote Call Center Agent (Full-Time & Part-Time)

Description

Position: Remote Call Center Agent (Full-Time & Part-Time)

Location: Remote (United States)

Compensation: Competitive Hourly Rate

Role Summary

We are seeking dedicated and articulate individuals to join our growing support team as Remote Call Center Agents. In this role, you will serve as the primary point of contact for our customers, providing high-quality assistance and ensuring a seamless service experience. This position is ideal for professionals who excel in communication and thrive in a self-managed, home-based environment.

Primary Responsibilities

- Manage high volumes of inbound and outbound calls in a timely and professional manner.
- Identify customer needs, clarify information, and provide functional solutions or alternatives.
- Maintain accurate records of all conversations in our customer database according to standard operating procedures.
- Meet personal and team qualitative and quantitative targets to ensure consistent service delivery.
- Collaborate with supervisors to improve customer experience and internal workflows.

Qualifications and Requirements

- Previous experience in a customer support or call center role preferred.
- Strong verbal communication skills and active listening abilities.
- Proficiency in basic computer applications and the ability to learn new software quickly.
- A quiet, dedicated home office workspace free from distractions.
- High school diploma or equivalent; college degree is a plus.

Hiring organization

OmniLink Solutions

Employment Type

Full-time, Part-time

Job Location

Remote work from: United States

Working Hours

8

Base Salary

USD 18 - USD 25

Date posted

April 3, 2026

Valid through

23.12.2026

Technical Requirements

- High-speed internet connection (Minimum 25 Mbps download / 10 Mbps upload).
- A reliable personal computer or laptop.
- USB noise-canceling headset.

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