

# Customer Service / Operations Manager position

Updated 11/6/2007

We are seeking a self motivated candidate to help us in customer service and operations with our growing business. This is a long-term position and not a short-term contract. In this position, you will work from any location you'd like that has fast internet connection and a quiet place you can answer and make calls. We are distributors for OBEO, the nation's largest virtual tour provider. We sell photography and the web page that hosts the photos to real estate agents in Northern California. The total package is called a "virtual tour." In this position, you'll work directly with the business owners learning about real estate marketing and running a small business. You'll also build your resume and have a great referral for future employment. You can learn more about Obeo at: [www.obeo.com](http://www.obeo.com) You can learn more about our distributorship at [www.obeopics.com](http://www.obeopics.com)

## Requirements

- Need to be available approx. 8 hours per day between the hours of about 9 AM and 6 Pacific Monday through Friday. No weekends.
- Need to have fairly modern pc newer than 2 years with over 512K memory.
- Quiet work environment with few distractions
- High speed internet connection. Cable or DSL. You will be using VOIP software based phone that we supply at no expense. Or, if you have your own dedicated phone line, it needs to have a featured often called "call forwarding, no answer."
- Fluent English skills
- Familiar with Instant messenger (primary mode of communication with rest of team)

## Additional Experience (beneficial, but not required)

- Knowledge of Microsoft Access
- Experience with Real Estate Industry

## Description

Candidate will help us receive inbound calls taking orders for virtual tours and answering customer service questions. This position requires extreme multi-tasking and a very fast-paced environment. You will be responsible for several components of the day to day operations of our business. A small amount of outbound calls will also be required. In between calls, the candidate will help with general admin / marketing work.

## Process to get started

- Respond via email to [searchhelpdesk@obeoteam.com](mailto:searchhelpdesk@obeoteam.com). Put "Customer Service" in the subject. Send any important information about you and your skills that might be important for us to know. Be sure to send your required hourly rate, and confirm that you understand this job is full time from about 9 to 6 Pacific time zone. If we think you are a match, we'll respond by email to set up a time for a phone interview. If you and we are interested, then,
- Candidate installs Vonage VOIP software in order to test phone quality. If this works, then we begin trial and training period which is paid. After several days of trial, we'll let you know if you are selected to stay on.

## Job Pay

This job pays per hour, but does not have a set amount. Candidates will be considered based on skills and required hourly rate.