

NOW HIRING
ARE YOU THE ONE?



Applus+ Technologies, a leader in the vehicle emission testing industry, is seeking an experienced **Bilingual Call Center Representative** (English/Spanish). This position will be work from home after initial in office training period in Lombard, IL.

This position provides inbound telephone support to motorists seeking information about the Illinois Vehicle Emissions Testing program. Specific duties include:

- Responding in a professional, courteous, supportive, and informative manner to all inquiries from motorists relating to program rules and requirements, procedures, test results, and station locations.
- Entering each call received into ticketing system.
- Resolving issues independently and effectively.

Qualifications for this position include:

- One or more years of experience in a Call Center/Customer Service environment preferred.
- Ability to speak and write Spanish.
- Excellent verbal, written and interpersonal communication skills with the ability to interface effectively with co-workers, motorists, and inspection station representatives.
- Ability to display a positive disposition at all times, even under pressure.
- Ability to work in a fast paced team environment.
- Competency using Microsoft Office Suite (Word, Excel, and Outlook).

This full-time position has a starting rate of pay of \$13.50/hour and is eligible for a full complement of benefits which include a 401K Plan with a company match, 13 paid holidays and three weeks of paid time off!

If you have a passion for delivering an exceptional customer experience and thrive in a collaborative work environment, please email your resume to debra.prochut@aplustech.com

Applus+ Technologies is an Equal Opportunity Employer and considers applicants for all positions without regard to race, color, creed, religion, ancestry, national origin, age, sex, marital status, military status or military discharge status, sexual orientation, gender identity, physical or mental disability.