



FLS Connect

Job Title: TSR (Telephone Service Representative)

FLS Connect Call Center Locations

Mankato, MN

St. Cloud, MN

Phoenix, AZ

Job Description

FLS Connect Telephone Service Representatives (TSRs) make outbound fundraising calls to solicit contributions for political candidates and organizations. TSRs work in a performance driven, call center environment.

FLS Connect's paid training program teaches TSRs essential communication skills, government and politics, and fundraising techniques. All TSRs receive ongoing coaching and mentoring to further assess and develop their skills.

FLS Connect's culture builds strong character and nurtures a competitive but fun nature. Our teams pride themselves at being the best that they can be while having fun doing so. We do this by creating a 'family' environment that includes team building and call center activities such as; games, spiffs (prizes and awards), food days and off-site activities that many times will include our TSR's family members to join in the fun with us as well.

Duties and Responsibilities

- Follow the provided/trained, client-approved messaging on every call.

- Follow fundraising call structure on every call.

- Use active listening to provide appropriate response to customers

- Meet and maintain project goals.

- Demonstrate exceptional customer service and quickly respond to customer concerns.

- Accept all coaching and counseling with a positive attitude.

- Responsible for appropriate behavior, language and actions.

Skills and Abilities

- Strong verbal communication skills.

- Pleasant personality and good telephone presence.

- Team player, pro-active, positive attitude at all times.

- Ability to take direction, follow through and multi-task.

- Ability to work under pressure and meet changing requirements in a fast paced environment.

- Flexible work schedule which includes nights and weekends as required.

Education

High School diploma and/or some college a plus.

Experience

No experience necessary. Outbound call center experience a plus.

Hours

Full-time: 30 hours per week including every second Saturday.

Part-time: minimum of 20 hours per week including every second Saturday.

Compensation

Hourly pay varies by location Up

to \$4 per hour bonus pay

Additional bonuses and incentives

Benefits include flexible time-off and 401(k)