



## Guide Center Representative

### Job Scope

The Guide Center Representative is responsible for engaging with customers on behalf of FSG. Duties include answering phone calls, emails, text messages, and more from internal and external customers. The Guide Center Rep will answer questions about products and services, FSG processes, and more to help "guide people to and through FSG." Guide Center Reps will participate in meetings and training with the Guide Center team to discover new communication tactics and work to maintain expert knowledge about company products or services to help customers best.

### Responsibilities

- Provide introductory information to current & prospective customers that reach out to FSG through marketing channels.  
Provide information to current & prospective employees who are looking for information concerning their current or potential employment.  
Ensure that both internal and external customers are satisfied with the support provided by the Guide Center team.  
Follow up with internal and external customers to ensure they got the help they sought when they initially reached out to FSG and the Guide Center.  
Educate internal and external customers on the products, services, and support FSG or the corporate office can provide.  
Determine the quickest, most effective way to answer an internal or external customer's questions  
Escalate queries and concerns to the appropriate team.  
Troubleshooting common issues and answering frequent questions without escalation when possible.  
Working with various teams across FSG to find appropriate answers when needed.  
Support the marketing and communications teams with other projects and tasks as needed.

### Requirements

- Interpersonal and customer service skills  
Analytical and problem-solving skills  
Multitasking and organizational skills  
Ability to answer a high volume of calls and/or emails daily  
Ability to share work among a customer service team  
Attentiveness and patience  
Time-management skills  
Ability to find the positive in every situation

As an EEO/Affirmative Action Employer all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status.