

Are you passionate about providing exceptional service? Do you enjoy learning new things? Do you thrive in a collaborative work environment? Are you seeking a company that provides the opportunity for growth and development? If so, then Real Estate Institute is the employer for you!

Real Estate Institute is seeking a full-time **Customer Service Representative** to join our team of knowledgeable and experienced customer service professionals. For over 30 years, our organization has provided our customers with unparalleled educational training, service, and support to meet the regulatory requirements of their real estate, insurance, mortgage brokerage/lending careers.

As a member of our customer service team, you'll assist our customers with making key decisions for their professional career. This will require a high-level understanding of all the licensing and course requirements across all of our academic divisions but, don't worry, we've got you covered. Our engaging in-house training sessions will teach you everything needed to make you a professional education expert in no time!

This is a full-time position based out of our Niles, IL office. Upon the successful completion of our on-site training, a hybrid work week will be considered.

Core Responsibilities:

- Provide accurate and timely responses to all phone, chat, e-mail and in-person customer inquiries.
- Advise existing and prospective customers on registering for the most appropriate course program(s) available.
- Assist with customer inquiries regarding regulatory and education requirements for obtaining new professional licensure and ongoing licensing renewals.
- Provide technical support for customers enrolled in our online courses.
- Participate in occasional outbound calling campaigns to alumni to promote upcoming classes.
- Provide calm/professional support when facing challenging customer situations.
- Work in collaboration with management, and other departments, to ensure business needs are met.

Required Skills and Experience:

- 2+ years of customer service experience in an office setting.
- High school degree or equivalent required; Bachelor's degree preferred.
- Ability and desire to create exceptional customer experiences.
- Strong interpersonal skills, ability to work in a team environment, attention to detail, and excellent problem resolution skills.
- Excellent verbal and written communication skills.
- Cross-selling and technical support experience preferred.
- Proficient using Microsoft Office Suite, including Word, Excel, and Outlook.
- Ability to quickly learn and operate new technology platforms, experience using Zendesk is a strong plus.

Additional Requirements and Considerations:

- You may be subject to a credit check, background check, and pre-employment drug testing.
- Must provide a verifiable past employment record.
- Have reliable transportation to regularly commute to our headquarters in Niles, IL.
- Professional appearance.
- Ability to work shifts during hours of operation, ranging between 8:00am to 6:00pm CST, Monday through Friday with occasional weekend coverage as needed.

Company Information:

- Attire: Smart Casual.
- Company Culture: Small office, team-oriented environment.
- Location: North suburban Niles, IL (free parking).

Compensation:

- Hourly rate is dependent on experience.
- Benefits Offered: medical, dental, vision, short-term/long-term disability, life insurance, paid time off and retirement (SIMPLE IRA) with company match.

PLEASE DO NOT CALL. APPLY ONLINE: www.InstituteOnline.com/Jobs