

Job Title: Participant Service Representative (PSR) I	Reports To: Supervisor
Posting Date: July 1, 2022	Department: Operations
Classification: Full-time, Hourly, Non-Exempt	Operating Hours: 7:00 AM to 9:00 PM ET, Sunday – Saturday, excluding federal holidays.
Salary:	Location: Virtual

**Job Purpose:**

The Participant Service Representative (PSR) I will support general participant inquiries and process standard transactions, such as interfund transfers and fulfillment requests. The Representative will provide Contact Center services via phone, live agent chat, email, secure e-message services, and written correspondence. The Representative will display excellent communication and customer service skills and exhibit a high level of professionalism in all communications, such as reading, writing, and speaking English fluently.

**Job Duties:**

- Answers inquiries by clarifying desired information; researching, locating, and providing information using provided knowledge resources.
- Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
- Fulfills requests by clarifying desired information; completing transactions; forwarding requests.
- Maintains customer relationship management (CRM) cases by entering information and document customer interaction.
- Updating job knowledge by participating in educational opportunities and knowledge management.
- Performs other related tasks as assigned.

**Job Requirements:**

- High School Diploma or equivalent required.
- At a minimum, be able to present detailed information and handle inquiries from customers effectively and professionally.
- Must have knowledge and experience with personal computers in a Microsoft Windows-based environment.
- Must be U.S. citizens or US Person (Green Card holder), 18 years or older.
- Must have high speed internet connection; Defined as 25 Mbps minimum download speed and 3 Mbps upload speed.
- Ability to speak, read and write in the English language.
- Embrace our winning Pearl Culture which promotes our employee's desires and effort to serve our consumers, coworkers, clients, and community by exhibiting our Pearl values of customer satisfaction, teamwork & family atmosphere, quality, respect, transparency, and innovation.

*The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities. Pearl management reserves the right to amend and change responsibilities to meet business and organizational needs, as necessary.*

**Background Investigation or DoD Clearance, Suitability and Skills Assessments Required**

**Skills/Qualifications/Keywords:** Action Oriented/Tenacity, Dealing with Ambiguity, Compassion, Customer Focus, Ethics and Values, Functional and Technical Skills, Informing, Integrity and Trust, Listening, Priority Setting, Problem Solving, MS Outlook and Office Skills, Leadership Team, People Skills, Diversity, Professionalism, Organization, Team Oriented, Learning, Flexibility, Effective Communication.

**Benefits:** Pearl offers a full benefits package that includes medical, dental, vision, life insurance, paid time off, paid holidays, and a 401K. Additional ancillary benefits will also be available.

**Pearl Interactive Network, Inc. is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, veteran status, disability status, genetics, or sexual orientation and gender identity.**