

Position Title: Contact Center Agent
Part Time and Full Time Opportunities

Company Name: Alabama 811
3104 Bates Lane
Fultondale, AL 35068
205.731.3200 205.731.3249 (fax)

Send resume to: Jennifer Pickle, Center Operations Manager
jpickle@al811.com

Location of job: Fultondale, AL with potential to move to remote position if qualified

Job Description:

Alabama 811 is the notification center for the state of Alabama. We process notification of proposed excavation activities and notify member underground facility owners to mark their facilities prior to the excavation activities to reduce potential damages to the facilities and protect the public.

In the role of Contact Center Agent, you will play a meaningful role in the operation of Alabama 811 by processing incoming locate requests. You will:

- Collect required contact information from the caller quickly but courteously
- Identify and draw the proposed excavation site on a map using custom mapping tools to determine which Alabama 811 member utilities need to be notified at that location
- Record the type of work and other details utility personnel may require to properly mark their lines near the work site.
- Educate excavators on the one call process

To be considered for this position you will need:

- Customer support skills
- 40 words per minute typing is required
- Understanding of how to read a map and basic directions
- Positive attitude
- Attention to detail and following company and training policies
- Familiarity with web-based phone and chat applications
- Fluency in English and Spanish preferred

Pay: Starting hourly rate - \$14.00

Hours: Potential flexible shifts during Mon-Fri 6am-7pm depending on company needs

Full Time

Benefits: Health Insurance
Dental Insurance
Vision Insurance
401 K Retirement Plan, once qualified
Paid Time Off
Credit Union