



## Customer Support Representative Job Description

We are looking for a customer-oriented service representative. We need an enthusiastic individual who can listen to customer service issues and then offer a solution to each problem. The ideal candidate should be genuinely excited to help customers. They are patient, empathetic, and communicative. CSR's need to be able to put themselves in the customers' shoes when on the phone. Problem solving should come naturally and they are confident at troubleshooting and investigating if they don't have enough information to resolve the customer complaints. The successful candidate for this role will have a strong command of the company's policies and will be well-trained in product knowledge so they will be able to offer quick and accurate assistance to customers. Compensation will commensurate with experience. Send resume and cover letter to [trevor@jlabaudio.com](mailto:trevor@jlabaudio.com).

### Responsibilities

- Manage large amounts of inbound phone calls
- Identify and assess customers' needs to achieve satisfaction
- Help to resolve technical issues if a product malfunctions
- Handle customer complaints regarding warranty/replacement/returns and provide appropriate solutions and alternatives for the customer.
- Follow communication procedures and guidelines
- Process returns and warranty replacement claims
- Resolve customer issues via phone, email or social media

### Requirements

- Must be 18 years of age or older
- High School Degree
- Proven customer service experience or experience as a customer support representative
- Strong phone contact skills and active listening
- Customer Focused and able to adapt/respond to different types of phone calls
- Excellent Communication Skills both verbal and written
- Ability to prioritize and manage time effectively
- Able to remain professional and courteous with customers at all times