



Job Description

Job Title: Customer Service Representative

Location: Corona, CA

Rate: \$19.00 to \$23.00 DOE

SUMMARY

Under close supervision the Customer Service Representative (CSR) will be responsible for ensuring customer satisfaction and providing professional customer support. In addition, the CSR will provide product and service support to our clients with a positive, empathetic, and professional attitude at all times.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Support the customer service team with daily customer service inquiries via phone, email, chat, and other media.
- Respond in a professional manner to customer inquiries, questions, and complaints.
- Provide product/service information.
- Facilitate warranty concerns including returns and replacement items.
- Support with product communications when needed.
- Provide quality service in a professional manner with our overall guidelines.
- Meet personal/customer service team targets and call handling quotas.
- Keep records of customer interactions and process customer accounts.
- Must have a positive and strong work ethic.
- Provide accurate, valid, and complete information by using appropriate methods/tools.
- Identify and assess customer needs to achieve satisfaction.
- Identify any site or service improvements.

EXPERIENCE REQUIREMENTS

- The ideal candidate will have 1-2 years of prior Customer Service work experience in the action sports, apparel, accessory, or related field preferred.
- Must be detail oriented with excellent written and verbal communication skills.
- Presentation skills.
- Works well under pressure
- Demonstrate ability to work as part of the team.
- Proficient in MS Outlook, Excel, and Word.
- Strong phone contract handling skills and active listening.
- Customer orientation and ability to adapt/respond to different types of characters.
- Ability to multi-task and manage time effectively.

EDUCATION REQUIREMENTS: High school diploma, or GED required.

SUPERVISORY RESPONSIBILITIES: None



CONTACTS:

Internal: Sales and R&D Department. Sr. Management and company Stakeholders.

External: Customers

JUDGEMENT/REASONING ABILITY: Ability to resolve problems quickly using sound judgment, poise and diplomacy. Requires ability to use judgment and reasoning skills, and determine when issues need to be escalated.

PHYSICAL DEMANDS: A reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk and hear. The employee is frequently required to sit; use hands and fingers, bend, stoop and reach with hands and arms. And:

Ability to lift up to 20 pounds	<5% daily
Able to sit at a desk and use/view computer	90% daily
Able to hear and speak into a telephone	80% daily
Able to stand, bend, stoop, twist	20% daily

WORK ENVIRONMENT:

- The noise in the work environment is usually moderate. Other factors are:
- Ability to travel if needed. Travel is minimal (<5 % annually) in this position.
- Fast-paced, with multiple demands environment
- Professional, yet casual office work environment
- Ability to work extended hours as required

REQUIRED PREHIRE SCREENINGS:

- Criminal - Felony and Misdemeanor 7 Years
- National Criminal Data Base 7 Years
- Social Security Verification
- Employment Verification

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