

Customer Experience Representative

Customer Experience Representative Job Responsibilities:

Creates memorable customer experiences by enthusiastically providing product and service information, responding to inquiries and resolving product and service challenges.

Customer Experience Representative Job Duties:

- Building customer relationships and earning their loyalty and trust
- Provides information to customers by verifying understanding of request, answering questions, and offering assistance
- Assists retail showroom customers by demonstrating product features and benefits and offering additional products to enhance the customer experience
- Attracts potential customers by answering product and service questions and suggesting information regarding other products and services
- Assists the dealer sales department by entering orders and recommending additional items
- Generates business to business sales by identifying sales channel opportunities and calling on prospective customers
- Work as a team with other Customer Experience Representatives to meet department and company goals
- Resolves billing issues by identifying the problem, explaining procedures and forwarding required adjustments
- Identifies and implements customer experience process improvements
- Resolves product or service challenges by clarifying the customer's issue, determining the cause of the issue, selecting and explaining the best solution to solve the issue, expediting correction or adjustment and following-up to ensure resolution
- Opens and maintains customer accounts by recording required account information
- Accomplishes customer experience and organizational mission by living the company's core values
- Engages in continuous education to keep skills and industry knowledge current
- Enters orders and return authorizations and communicates backorders to customers
- Adheres to all company policies, procedures and business ethics codes

Education & Experience Requirements:

- High school Diploma or equivalent
- 1-3 years of progressively responsible Customer Service related work experience

Knowledge Requirements

- Knowledge of modern methods of customer service
- Knowledge of proper telephone etiquette
- Knowledge of proper English usage, spelling, grammar and punctuation

Customer Experience Representative Skills and Qualifications:

- Highly proficient computer skills including Word, Excel, Power Point and e-mail applications
- Exemplary customer service skills including the ability to identify needs, provide prompt response, exercise patience, respect and professionalism in all interactions
- Skill in independently prioritizing, planning, coordinating, organizing, leading and monitoring multiple organizational projects of a complex nature simultaneously and quickly adapting to changes in time frames
- Skill in communicating effectively, both orally and in writing
- Skill in researching and analyzing issues and offering creative solutions
- Highly effective organizational and time management skills