

# **CUSTOMER SERVICE REPRESENTATIVE**

## **POSITION SUMMARY:**

The customer service representative is responsible for providing exceptional customer service for all external customers and sales team by using excellent, in-depth knowledge of company products and programs as well as communicating effectively with team members within the customer service department.

## **ROLES AND RESPONSIBILITIES:**

- Provide timely and accurate information to incoming customer order status and product knowledge requests.
- Process customer orders/changes/returns according to established department policies and procedures.
- Communicate with customers regarding prices, shipping date, anticipated delays and any additional information needed by the customer.
- Follow up on orders to ensure delivery by specified dates.
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Confer with production, shipping, warehouse or common carrier personnel to expedite or trace missing or delayed shipments.
- Answer questions from customers or individuals on how a product use or directs them to the person able to assist them.
- Maintain customer name and address database.
- Interact with all departments involved, working with retailers and sales representatives building customer loyalty.
- Work with customers to resolve disputed credit items/terms.
- Provide timely feedback to manager regarding service failures or customer concerns.
- Partner with the sales team to meet and exceed customer's service expectations

## **REQUIREMENTS:**

- 1-2 years' experience in a Customer/Client Focused support role.
- High school diploma or equivalent; college degree preferred.
- Strong phone contact handling skills and active listening.
- Customer orientation and ability to adapt/respond to different types of character.
- Must be able to multi-task, prioritize and manage time effectively in a fast-moving environment.
- Strong problem-solving ability.
- Detail oriented.
- Ability to work under pressure.
- Oral and written communication proficiency.
- Must be able to work in a Team environment.
- Proficient in Microsoft Office Suite (Word, Excel), internet, and email.

## **SUCCESS FACTORS AND EXPECTATIONS:**

- Communication and Listening - Must be a skilled communicator, director and motivator. Ability to fully listen and understand co-workers and leadership and address their needs appropriately.
- Teamwork - Team player and ability to work well with managers and staff. Collaborative and compromising, able to foster a positive work environment.
- Leadership and Honesty - Gain the trust of co-workers and management, and strive to be ethical in all decisions.
- Energetic - Must possess a positive attitude and eagerness to work to complete assignments in a timely fashion, and strive to maintain the highest standards at all times.

## **PHYSICAL DEMANDS / WORK ENVIRONMENT:**

- Must be able to sit/stand for 8 hours.