



Job Description: Customer Service Intern

Position Summary:

The Customer Service Intern is responsible for providing support for the Customer Service & Relations department to ensure our clients are satisfied at all times. The intern will report to the General Manager and Customer Service Associate. The Customer Service Intern's primary duties include but are not limited to:

- To build and maintain relationships with customers and key personnel within client companies and stockists.
- Ensure the needs of the Company's customers and/or clients are being met.
- To get feedback from customers, clients and stockists to further improve our customer service.
- To loop feedback of customers and clients into Company's product and service research and development.
- To provide excellent customer service and ensure that this attitude is promoted Company wide.
- To learn about Company's products and services and keep up to date with any changes or new offerings.
- To conduct reviews to ensure clients are satisfied with our products and services (including customer service) and offer Company suggestions of improvements where needed.
- Build customer loyalty by diligently following-up with customers, clients and stockists.
- To let customers, clients and stockists know about other products the company offers.
- To provide customers with brochures and information packages on all our products and services.
- To pursue further opportunities for further sales with customers, clients and stockists.
- To attend meetings, if necessary, with key clients / stockists to help build relationship with existing accounts.
- To liaise with internal departments to ensure client needs are fulfilled effectively.
- To answer inbound calls courteously.
- To respond to and handle customer inquiries both by telephone and email.
- To generate customer interest in all services and products offered by Company.
- To provide personalized customer service by responding to the needs of each customer, client or stockist.
- To record all customer information, taken actions, leads, comments and issues in the designated CRM program or the Customer Relations Workbook.
- To manage and update customer database (spreadsheet) with the status of each customer.
- Log all complaints, issues, resolutions appropriately (day, time, incident, parties involved, when action was taken, and outcome etc.).
- To send in weekly reports to Top Management.
- Identify and raise potential issues with Top Management.
- Identify and escalate priority issues and complaints to Top Management

Job Requirements:

- Strong desire to learn along with professional drive and a strong work ethic.
- Excellent verbal and written communication skills.
- Proficiency in Microsoft Office applications and social media tools and platforms.
- Good ability to manage details.
- Self-motivated, good organizational skills, detail-oriented, ability to prioritize, multi-task and meet deadlines.
- Must be able to work effectively both independently and as part of a team.

Qualified Candidates should send their resume in confidence to:
hr@simplygreenjuice.com