

Job Description Title

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Initials _____

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| Job Title: | Customer Service Representative |
| Department: | Customer Service |
| Reports To: | Service Manager |
| FLSA Status: | Non-Exempt |
| Work Hours: | 9:00-5:00 Monday – Friday, some overtime/weekends |
| Pay Scale: | |
| Position Summary: | A customer service representative supports customers by providing helpful information, answering questions, and responding to complaints. They're the front line of support for clients and customers, and they help ensure that customers are satisfied with products, services, and features. |
| Required Qualifications: | |
| <ul style="list-style-type: none">• High school diploma or equivalent• Aggressive self-starter• Able to multi-task and answer a multi-line phone system• Fast learner• Advanced customer service skills• Strong data entry skills• Excellent verbal and written communication skills• Strong interpersonal skills | <ul style="list-style-type: none">• 1+ years of customer service experience• Professional phone etiquette• Strong attention to detail• Well organized and ability to work independently• Able to work flexible schedule that may include weekends• Intermediate computer skills• Problem solving skills |
| Desired Qualifications: | |
| <ul style="list-style-type: none">• 1+ years of sales experience• 1+ years in a professional office setting | <ul style="list-style-type: none">• 2+ years of customer service experience• Advanced computer skills |
| Essential Functions and Responsibilities: | |

- Answer and route all incoming calls communicating clearly and effectively with the caller
- Setting up and scheduling service calls according to Company policies
- Assist Service Dispatcher
- Keeping knowledgeable and up to date on all opportunities
- Educate all callers about our products and services according to Company policies
- Resolve customer complaints and concerns, ensure 100% customer satisfaction

- Maintain and promote positive image of Company
- Interacts with customers via telephone, email, online chat, or in person to provide support and information on products or services.
- Collects and enters orders for new or additional products or services.
- Ensures that appropriate actions are taken to resolve customers' problems and concerns.
- Maintains customer accounts and records of customer interactions with details of inquiries, complaints, or comments.
- Other duties as assigned

Success Factors / Job Competencies:

- Ability to adhere to all company policies and procedures.
- Ability to arrive on time each workday and work the duration of the workday and any OT as required.
- Ability to maintain a high level of customer service to all customers, vendors, and employees

- Ability to work well under pressure, meeting multiple and sometimes conflicting deadlines.
- Ability to demonstrate cooperative behavior with colleagues and supervisors.
- Ability to provide exceptional customer service to clients & co-workers alike.
- Ability to keep a well-organized and clean work environment.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here represent those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodations may enable individuals with disabilities to perform the essential functions.

Physical Demands:

- While performing the duties of this job, the employee is regularly required to talk or hear. This is largely a sedentary role; however, some filing and maintaining of office supplies is required.
- This would require the ability to lift files, open filing cabinets, and bend or stand on a stool as necessary. Putting away supplies requires bending, reaching overhead, and lifting up to 20lbs on an infrequent basis.

Work Environment:

- This job operates in a professional office environment.
- This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets

Performance Standards:

Certain key business indicators will measure the effectiveness of this job description. These include the following:

I have received, reviewed, and fully understand this job description. I further understand that I am responsible for the satisfactory execution of the essential functions described herein under any and all conditions.

Signatures:

Employee:

Date:

Supervisor:

Date:
