

**Customer Service Representative**

**Reports to:** Customer Service Manager

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**Position Summary:**

A customer service representative or CSR will work with the customers and RSMs to efficiently process orders and ensure accurate and timely execution throughout the sales process. In addition, they will act as a liaison, provide product/service information and resolve any emerging issues that our clients may face.

**Essential Responsibilities & Expectations**

* Manage large amount of incoming/outgoing calls
  + Provide accurate, valid and complete information by using the right methods/tools
* Identify and access customer’s needs to achieve a satisfaction
  + Picks up on customer concerns or distress singles
  + Always treat customers with respect
  + Empathizes with customer
* Build sustainable relationships of trust through open and interactive communication
  + Plays a vital role in building and maintaining customer relationships by demonstrating professionalism (competence and skill), showing a personal interest in the customers and being creative and resourceful in solving problems or answering questions
  + Recommend potential products to sales team or customers by collecting customer information and analyzing customer needs
* Handle complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
  + Able to escalate issues with style and diplomacy
  + If is it a **known** issue, identify the problem and fix it
  + Have an inquisitive and initiative approach to researching **unknown** issues to find resolution
  + Collaborate with leaders, team members and salesmen when challenges arise
* Provide accurate valid and complete information by using the right methods/tools.
  + Canopy
  + Email
  + Phone
  + Price lists
  + Inventory/product availability
  + Make sheet
* Keep records of customer interactions, process customer accounts and file documents
  + Place, amend and cancel orders per customer request
* Follow communication procedures and guidelines
* Work with customer service manager to ensure proper customer service is being delivered
* Go the extra mile to engage customers
  + Enthusiastic about customer facing role
  + Build relationships with the customer
* Distribute price list, order confirmations, shipping documents, spec sheets and other items as requested

**QUALIFICATIONS/SKILLS REQUIRED**

* Customer Service
* Proven customer support experience or experience as a client representative
* Product knowledge
* Problem solving
* Skill in Microsoft Office
* Strong phone contact handling skills and active listening
* Familiar with CRM systems and practices
* Customer orientation and ability to adapt/respond to different types of situations
* Excellent communication and presentation skills
* Quality Focus
* Problem Solving
* Market Knowledge
* Documentation Skills
* Listening
* Phone Skills
* Resolving Conflict
* Analyzing Information
* Multi-tasking