

Customer Service Representative

Job Description

SUMMARY

Customer Service Representatives answer and resolve incoming non-technical business related customer inquiries. Customer service representatives are the link between the company and customers ensuring satisfaction and retention. CSRs have access to and answer questions regarding account balance, billing, returns, exchanges, or pricing. This position requires patience, excellent listening skills and the ability to probe and ask questions to uncover solutions and the potential for additional customer needs. They make recommendations for additional products or services.

PRIMARY RESPONSIBILITIES

- Enter information into a computer while speaking with customers
- Use multi-line phone systems
- Make arrangements for the installation, removal or change of services and/or products
- Work simultaneously with multiple computer applications and databases
- Quote and compute rates for new services accurately
- Summarize the contact and explain what will happen next
- Ensure that the customer understands the resolution
- Interact with other functional groups to ensure customer satisfaction
- Meet established productivity goals: sales, call handling time, records accuracy

ADDITIONAL RESPONSIBILITIES

Customer service representatives must have strong communication skills. Most of the job requires basic computer knowledge, the ability to type at least 40 words per minute and familiarity with Office Programs (ie. Microsoft Word, Power Point, Excel). A High school Diploma or equivalency certification is required as basic math will be needed to calculate pricing. Each representative must show the ability to multi-task, ability to sit for long periods of time and the ability to make decisions independently.

KNOWLEDGE AND SKILL REQUIREMENTS

Some knowledge of company supported equipment, applications, and services. Ability to learn about and promote new equipment and services. Working with staff requires interpersonal skills. This is normally acquired through a combination education and months of applicable experience.

WORKING CONDITIONS

Working conditions are normal for an office environment. Work requires almost exclusive work using a telephone and computer.

Working hours are: 07:30 – 16:30 daily.