

Customer Service Representative

Job Summary:

The Customer Service Representative will interact with the company's customers by addressing inquiries and resolving complaints.

Supervisory Responsibilities:

- None

Duties/Responsibilities:

- 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.
- Fields customer questions and complaints; when the issue is beyond the representatives knowledge, forwards to the assigned specialist or other appropriate staff.
- 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.
- Performs other related duties as assigned.

Required Skills/Abilities:

- Excellent communication skills including active listening.
- Service-oriented and able to resolve customer grievances.
- Proficient computer skills with the ability to learn new software.

Education and Experience:

- High school diploma or equivalent.
- Customer service experience required.

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.