

Customer Service Specialist

Job Summary:

The Customer Service Specialist will interact with the company's customers by addressing inquiries and resolving complaints, generally providing a higher level of customer support on a specific product or service.

Supervisory Responsibilities:

- None

Duties/Responsibilities:

- Interacts with customers via telephone, email, online chat, or in person to provide support and information on an assigned product or service.
- 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.
- Uses knowledge of a specific product, service, or other assigned area of expertise to answer inquiries or to forward to the appropriate staff.
- 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.
- Knowledge of, or ability to learn, product, service, or area of customer service specialization.

Education and Experience:

- High school diploma or equivalent.
- Customer service experience required.
- Some experience with the product or service to which the specialist will be assigned preferred.

Physical Requirements:

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