# Customer Service Representative

FLSA Status: Non-Exempt

# Job Summary:

The Customer Service Representative will provide product information and resolve any emerging problems that our customer accounts might face with accuracy and efficiency.

## Duties/Responsibilities:

* Managing large amounts of incoming calls and emails.
* Identify and assess customers’ needs to achieve satisfaction.
* Build sustainable relationships and trust with customer accounts through open and interactive communication.
* Provide accurate, valid and complete information by using the right methods/tools.
* Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
* Keep records of customer interactions, process customer accounts and file documents.
* Follow communication procedure, guidelines and policies.
* Other duties as assigned.

## Required Skills/Abilities:

* Proven phone based and email-based customer support experience.
* Strong phone contact handling skills and active listening.
* Proficient with computer programs such as Microsoft Office.
* Must have excellent written communication skills: grammar, spelling, etc.
* Excellent communication skills.
* Ability to multi-task, prioritize, and manage time effectively.

## Education and Experience:

* High school diploma required.
* Associates degree in business or related field preferred.

## Physical Requirements:

* Prolonged periods sitting at a desk and working on a computer.