JOB DESCRIPTION

| **TITLE** | CUSTOMER CARE REPRESENTATIVE | | |
| --- | --- | --- | --- |
| **Reports To** | [Insert Title] | | |
| **Category** | PERMANENT/TEMPORARY FULL-TIME/PART-TIME | **Date** |  |

**Job Purpose**

The Customer Care Representative (CCR) will primarily be responsible for engaging with customers on behalf of VR & Care Solutions. They'll be in charge of handling inbound calls and customer support inquiries, creating sales leads that turn into new customers and recognizing and assessing consumer needs to achieve customer satisfaction.

This role is vital in ensuring VR & Care Solutions’ customers accurately and efficiently have all the help they can get regarding product information, questions, and emerging problems they might encounter.

The goal is to provide exceptional service, reply quickly to inquiries, and maintain a high level of customer satisfaction.

The ideal Customer Care Representative is eager to assist customers. When communicating, they are patient, empathic, and enthusiastic. They are, by nature, problem-solvers. They can troubleshoot and will conduct research if they lack sufficient information to answer consumer concerns or resolve problems.

**Duties and Responsibilities**

Overall Responsibilities:

* Be intimately familiar with VR & Care Solutions’ products and services
* Promptly respond to customer inquiries
* Recognize and address customer complaints, and escalate them up to the chain as appropriate
* Communicate with customers through various channels (e.g., telephone, email, chat, etc.)
* Processing orders, applications, requests, and other relevant forms
* Generate leads
* Identify and analyze customers’ demands to provide overall satisfaction
* Inform customers about additional products or services
* Follow all communication processes, policies, and guidelines.
* Go the extra mile to ensure customer satisfaction and offer competent customer service.

**Core Competencies**

* Demonstrates excellent verbal and written communication skills
* Ability to take initiative
* Collaborative, flexible and a self-starter
* Can thrive in a fast-paced environment and juggle multiple projects at once
* Works well under pressure, focuses on the task at hand and deadlines
* Customer-focused and able to manage complaints and queries
* Able to prioritize work and triage concerns and issues
* Honest, ethical, and able to maintain confidentiality

**Qualifications**

* High school diploma, GED, or equivalent
* Previous customer service or sales experience is considered an asset
* Ability to maintain composure when customers are anxious or upset
* Experience using Customer Relationship Management system and procedures
* Exceptional communication and presentation skills
* Knowledge of and experience with MS Office and Google Suite applications is required
* A track record of exceeding quotas

**Working Conditions**

* X work hours per week
* Working evenings and/or weekends may be required
* Overtime may be required
* Ergonomics: Sitting for long periods; exposure to computer/laptop screens, sometimes for long periods