JOB DESCRIPTION

| **TITLE** | CUSTOMER EXPERIENCE REPRESENTATIVE | | |
| --- | --- | --- | --- |
| **Reports To** | [Insert Title] | | |

**Job Purpose**

The Customer Experience Representative is responsible for interacting with customers on behalf of the organization and assisting them to process orders or requests for services, answer questions, address concerns, and ensure a positive customer experience. This role is also responsible for providing information about <Organization Name>’s products, services, and policies. Their main goal is to create a positive impression of the company and build strong customer relationships.

The successful Customer Experience Representative is an excellent communicator with the ability to impart product/service knowledge in a way our customers can understand. This person is patient, empathetic, and friendly.

**Duties and Responsibilities**

Overall Responsibilities:

* Entry of client orders multiple systems ensuring accuracy and completeness of required information to facilitate the order.
* Arrange delivery for customer orders.
* Ensure customers receive products and services requested in a timely and accurate manners
* Have an understanding of all the products and knowledgeably handle all customer questions or comments confidently.
* Maintain knowledge of all company policies and procedures with high emphasis placed on ethical conduct and strict confidentiality of client information.
* Resolve issues, assess customer needs, coordinate all order related activities in a timely and professional manner.
* Answer incoming calls from customers, vendors and colleagues and redirect to support of internal processes / procedures and customer needs.
* Documenting customer interactions and feedback.
* Maintaining a positive and professional attitude at all times while representing the company.
* Participating in customer service training as required.
* May be requested to undertake other related duties on a periodic basis.

**Qualifications**

* 2+ years of experience in customer service, ideally in the construction industry
* High school diploma or GED.
* Post-secondary degree is a plus
* Basic computer literacy
* Experience using POS is a plus

**Core Competencies**

* Communication abilities that are professional, assertive, and clear (verbal and written)
* Patience, empathy, friendliness, and the ability to stay calm in whatever situation.
* Excellent problem-solving skills
* Knowledge of applicable industry regulations
* Excellent interpersonal skills and ability to interact with people of varying personalities

**Working Conditions**

* This position is set in a warehouse/office setting.
* The standard workweek for this position is [insert #] hours.
* The standard business hours for this position are [insert core hours].
* May require varied shifts.
* This position is subjected to high pressure due to work volume, and goals, an overall fast paced environment.
* Extended periods of sitting or standing may be required.