JOB DESCRIPTION

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

**Job Purpose**

The Customer Service Representative (CSR) will primarily be responsible for engaging with customers on behalf of [Organization Name]. 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 [Organization Name]’s customers receive accurate and efficient assistance 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 [Organization Name]’s products and services
* Promptly respond to customer inquiries
* Recognize and address customer complaints, and escalate them up the chain as appropriate
* Answer sales inquiry calls and determine how to help the customer and/or who to direct them to
* With respect to sales inquiries/questions: probe what the caller is looking for and if they are a retail type customer, direct them to the closest distributor to their location
* Follow-up on customer inquiries regarding order status to find out or communicate items such as expected delivery time
* Add on to existing orders that have not yet shipped, as required.
* Field questions about products not shipped but invoiced.
* Assist in freight queries like why a product has not been delivered yet even though it has been shipped.
* Assist in the coordination of marketing activities and inside sales opportunities.
* Inform customers about additional products or services that could meet their needs.
* 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
* Knowledge of marketing or sales is considered an asset
* 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