CUSTOMER SERVICE REPRESENTATIVE

Job Description:

**Customer service representatives** are often the first people customers interact with when they enter an establishment. They greet customers, answer questions about product and services, and ring up orders on the register. They can work in retail stores, fast food restaurants, or service establishments, such as hair salons. Customer service representatives make a first impression on a business and should have exceptional customer service skills, which include patience, cultural competence, and ethnic sensitivity. Customer service representatives also act to provide information to customers giving information on products and services, coupons, and promotions. They help customers with complaints and questions, give customers information about products and services, take orders, and process returns. They also provide direction on where customers can obtain more information, find products in a store, and how to file a customer complaint. By helping customers understand the product and answering questions about their reservations, they are seen as having a role in sales.

Job Responsibilities:

* Manage customer calls
* Address customer concerns
* Direct customers to products and services
* Provide customers information on products and services
* Be friendly and helpful
* Resolve questions and service issues for customers in person, via phone, email and text
* Accurately document customer interactions
* Provide necessary information to a customer
* Know when to seek higher level assistance for a customer issue
* Resolve all inbound and outbound support requests per established guidelines
* Identify and act as a company ambassador at all times
* Focus on the needs of the customer
* Serves customers by providing product and service information and resolving product and service problems.
* Be aware of company promotions and coupons
* Attract potential customers by answering product and service questions and suggesting information about other products and services.
* Open customer accounts by recording account information.
* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer’s complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution.
* Maintains financial accounts by processing customer adjustments.
* Recommends potential products or services to management by collecting customer information and analyzing customer needs.
* Prepares product or service reports by collecting and analyzing customer information.
* Contributes to team effort by accomplishing related results as needed
* Gain and maintain knowledge of the company’s products and services offered
* Processes customer payments through a POS software program and merchant service device

Job Qualifications:

* High School Diploma
* Associates in business or related field preferred
* Experience as a Customer Service Representative

Opportunities as an Customer Service Representative or are available for applicants without experience in which more than one an Customer Service Representative is needed in an area such that an experienced an Customer Service Representative will be present to mentor.

Job Skills Required:

* Ability to multi-task and prioritize work
* Attention to detail and problem solving skills
* Resourcefulness and ability to problem solve
* Outstanding communication and interpersonal skills
* Ability to not take customer issues personally
* Good listening skills