

Title: Customer Service Representative**SUMMARY**

This position incorporates interaction with customers, the sales department and our office staff. This would include attending to customer inquiries through phone, email and other correspondence; answering phones; respond to orders; general customer inquiries; product and invoice questions; and customer complaints. Projecting a professional company image through all interaction.

PRIMARY RESPONSIBILITIES

- Answer phones
- Respond to customer requests via phone, fax, email, etc.
- Sell product and place customer orders in computer system.
- Provide customers with product and service information.
- Upsell products and services.
- Respond to sample requests.
- Transfer customer calls to appropriate staff.
- Identify, research, and resolve customer issues using the computer system.
- Follow-up on customer inquiries not immediately resolved.
- Complete call logs and reports.
- Research billing issues.
- Research misapplied payments.
- Recognize, document and alert the supervisor of trends in customer calls.
- Recommend process improvements.
- Other duties as assigned.

ADDITIONAL RESPONSIBILITIES

- Provide on-the-job training for new employees.
- Generate customer thank you letters.
- General office duties as added.

KNOWLEDGE AND SKILL REQUIREMENTS

- High School degree/ GED or 1 -3 years of office/customer service is required.
- Basic reading, writing, and arithmetic skills required. This is normally acquired through a high-school diploma or equivalent.
- Computer literate with the ability to learn customer service software applications. Duties require professional verbal and written communication skills and the ability to type. This is normally acquired through one to three years of office experience.

WORKING CONDITIONS

Working conditions are normal for an office environment.

REPORTS TO

Sales or Customer Service Supervisor; and/or Sales Manager/ Director; and/or Senior Management

Note: This description does not include all of the responsibilities inherent to this job. It provides as much detail as is necessary to distinguish this job from all others.