



JOB DESCRIPTION

CUSTOMER SERVICE REPRESENTATIVE

COMPANY DETAILS

Provide potential candidates a brief overview of your company. Employees are much more likely to engage and connect with a company that can explain their ethos and mission. You can provide links to videos, or your company website.

OFFICE LOCATION:

ROLE OUTLINE

Our company is seeking a customer service representative. The selected customer service representative will act as the company's liaison with our clients. They will assist customers in their enquiries, provide detailed information about our products and services, and resolve any issues that customers may have. The successful candidate will be sincerely happy to assist customers with their needs, and will have a pleasant, patient, and calm demeanour. The customer service representative will need to be an excellent communicator, and be great at empathising with customers. Excellent ability to prompt feedback is beneficial, and stellar problem-solving skills are also necessary. The main goal of our customer service representative is to maintain stellar service, respond promptly to inquiries, and ensure all customers remain satisfied.

POSITION STATUS: CASUAL/PART-TIME/FULL TIME/CONTRACT (SELECT ONE)

DUTIES AND RESPONSIBILITIES

The successful applicant will carry out the following duties and responsibilities:

- Handle a large volume of incoming customer service calls
- Produce sales leads from the inquiries received
- Quickly detect and analyse each customer's needs in order to assist them
- Grow long-term relationships with customers based on trust
- Offer accurate and appropriate advice to each customer based on their needs
- Consistently meet your team, and personal, targets for calls and quotas
- Confidently and calmly handle complaints by empathising, providing solutions, and eventually following up to ensure customer satisfaction
- Maintain accurate and neat records of calls answered

- Handle each customer call in accordance to communication policies, guidelines and procedures
- Put in the extra effort to engage customers, even in a complaint situation

REQUIREMENTS

The successful applicant will have the following experience and skills:

- A minimum years' experience in a similar role providing customer service
- A proven record of meeting and exceeding customer service expectations
- Stellar spoken and written communication ability
- Excellent phone communication skills, and ability to actively listen
- Experience using a CRM system such as salesforce, and the ability to interpret the results
- The ability to adapt the service style to the different types of customer interactions
- Capacity to multi-task and prioritize the tasks at hand
- A high school degree, with a tertiary degree beneficial

Please provide a full cover letter and resume to the manager to be considered for this role.

CONTACT DETAILS

Manager Name	
Store Number	
Email Address	