

Job title	<i>Customer Service Representative</i>
Reports to	<i>Owner/CEO/Vice President/President/Office Manager</i>

Job Purpose

The Customer Service Representative is responsible for providing administrative support to the General Manager and other coworkers as required.

Duties and Responsibilities

The Customer Service Representative interacts with customers on behalf of the organization. They provide information about products and services, take orders, respond to customer complaints, and process returns, as necessary

Percentage	Detailed Responsibility
_____	Greets customers warmly in person and by phone.
_____	Maintains polite and professional communication via phone, e-mail, and mail. Ascertains problem or reason for calling. Acts as the company gatekeeper, ensuring that calls are directed to the appropriate person or department.
_____	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; following up to ensure resolution. Resolves customer complaints via phone, email, mail or social media.
_____	Recommends potential products or services to management by collecting customer information and analyzing customer needs.
_____	Opens and maintains customer accounts by recording account information. Cancels or upgrades accounts, as necessary. Advises on company information.
_____	Assists with placement of orders, refunds, or exchanges. Takes payment information and other pertinent information such as addresses and phone numbers for scheduling and return contact.
_____	Informs customer of special deals and promotions. Sells products and services. Makes follow-up calls to gauge customer satisfaction, as needed.
_____	Keeps records of customer interactions, processes customer accounts and files documents.

Qualifications

Qualifications include:

- High school diploma.
- One year of office administration education or comparable work experience.
- Good computer skills. Knowledge of common office applications such as MS Word, MS Excel, MS PowerPoint.
- Experience with or ability to learn business telephone systems.
- Excellent phone skills.
- Excellent communication skills.
- Excellent interpersonal skills.

Physical Requirements

To adequately perform the duties of this job the employee is regularly and routinely required to sit; stand, walk, stoop, kneel, use hands to finger, handle controls; hear, and talk. This job will require the employee to sit for long periods of time and use a computer keyboard. The employee frequently is required to reach with hands and arms. The employee must regularly lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Direct Reports

One or more volunteers/interns/temporary workers may report to this position for long and short-term periods.