

# Customer Service Representative

## Position Summary

The Customer Service Representative is responsible for interfacing with customers in both in-person, phone and e-mail interactions. The Customer Service Representative develops and maintains positive customer relations and coordinates with various functions within the company to ensure customer requests are handled appropriately and in a timely manner.

## Essential Duties and Responsibilities

The essential functions include, but are not limited to the following:

- Portraying a positive company image and engaging in professional and friendly communications with customers
- Processing orders by mail, telephone, fax, email, or other employees
- Actively listening to customer needs and inquiries to determine appropriate service actions
- Assisting colleagues and other employees with administrative duties
- Serving as the cashier and being primarily responsible for answering telephones, handling cashier transactions, stocking shelves, and performing other clerical duties
- Referring any customer questions regarding products or services to the appropriate person
- Establishing and maintaining customer profiles and preparing claim forms
- Maintaining the inventory and informing the supervisor of stocking needs
- Cleaning equipment and assisting with the maintenance of equipment and supplies
- Performing accurate company-required recordkeeping
- Efficiently and correctly corresponding with third-party providers to obtain payments
- Resolving customer problems, such as shipping or invoicing problems, insurance issues, etc.
- Informing customers of prices, shipping dates, anticipated delays and any additional information needed by customer; printing shipment documents; recording or filing copy of order received
- Following-up on orders to ensure delivery by specified dates
- Preparing receipts and shipping documents
- Performing other duties as assigned

## Minimum Qualifications (Knowledge, Skills, and Abilities)

- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience
- Prior experience with the general public (customers) a plus; prior experience as a cashier a plus
- Ability to accurately serve as a cashier, including processing credit cards, making change, and other basic math skills
- Excellent oral/written communication skills
- Excellent customer relationship skills
- Excellent organization skills
- Ability to multi-task
- Ability to work in a team environment and take direction from management and supervisors
- Ability to read and interpret documents such as procedure manuals, work instructions, software manuals; ability to write routine reports and correspondence