



JOB ANNOUNCEMENT

JOB TITLE: Customer Service Representative
REPORTS TO: Customer Service Manager

ESSENTIAL DUTIES AND RESPONSIBILITIES (include the following. Other duties may be assigned.)

- Receiving orders via fax and phone.
- Data entry of orders and other information.
- Identifying customers' needs, clarifying information, researching every issue and providing solutions.
- Handle customer inquiries.
- Routing calls to the appropriate resources.
- Following up with customers when necessary.

REQUIREMENTS:

High school diploma.
Working knowledge of computers with good typing skills.
Strong phone and verbal communication skills along with active listening.
Ability to multi-task, set priorities and manage time effectively.
A skills testing is required.

SPECIAL SKILLS

Patience
Attentiveness
Clear communication skills
Time management skills
A calming presence
Tenacity
A willingness to learn

Interested Candidates should contact HR at 7493.