Customer Service Representative Job Description

Job Title:	Customer Service Representative
Reports To:	Customer Service Manager

EEO Job Category			Employment Classification	FLSA Classification
☐ Executive/Senior Officers & Managers	☑ Administrative Support		☑ Full - Time	☐ Exempt
☐ First/Mid-level Officers & Managers	☐ Craft Worker		☐ Part - Time	☑ Non-Exempt
☐ Professional	☐ Operatives		☐ Temporary	
☐ Technician	☐ Labors and Helpers			
☐ Sales Workers	☐ Service Worker			

Job Purpose

To handle inbound and outbound customer calls and contacts including account inquiries, complaints, or support calls.

Job Duties

- Confer daily with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints
- Check to ensure that appropriate changes were made to resolve customers' problems
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken
- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person
- Complete forms, prepare change of address records, or issue service discontinuance orders, using computers
- Investigate and work with designated departments on customer grievances to satisfactorily resolve customer issues
- Determine charges for services requested, collect deposits or payments, or arrange for billing
- Contact customers to respond to inquiries or to notify them of issue investigation results or any planned adjustments
- Recommend improvements in products, service, or billing methods and procedures to prevent future problems
- Contributes to team effort to accomplish management set departmental objectives
- Complete all assigned tasks daily in PoolTech or any other company system
- Attend training sessions and meetings as necessary
- Being present for entire required shift
- Work overtime as requested by management
- Other duties as assigned by management

Working Conditions

Normal Office Environment – Noise level consistent with presence of office printers, faxes, others speaking on the phone.

Education, Certificates & Experience

- High school diploma or equivalent, required
- 1- 2 years call center or customer service experience, preferred
- Bilingual (Spanish) is a plus

Knowledge, Skills & Abilities

- **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. Must possess a professional demeanor and telephone etiquette at all times
- **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar
- **Clerical** — Knowledge of administrative and clerical procedures and systems such as word processing, data entry, managing files and records, and other office procedures and terminology
- **Computers**— Knowledge of company computer hardware and software, including applications such as Microsoft Products
- **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
- **Speaking** — Talking to others to convey information effectively
- **Service Orientation** — Actively looking for ways to help people
- **Reading Comprehension** — Understanding written sentences and paragraphs in work related documents
- **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do
- **Time Management** — Managing one's own time

Physical Requirements	High (100 – 70% of time)	Medium (69 – 30% of time)	Low (29 – 0% of time)
Sitting	X		
Standing			X
Lifting			X
Stooping/Kneeling			X
Walking			X
Talking	X		
Seeing	X		
Typing	X		