

Customer Service Representative

Job Description

Customer Service Representatives receive and respond to calls from residential and commercial customers, serves as the first point of contact for customers and resolves customer issues. Works with a team of customer service representatives to meet overall call center objectives and enhance the customer service function to exceed our customers' expectations. The hours and level of responsibility may vary.

Responsibilities and Duties

- Perform tasks in a safe manner in compliance w/ all local, state, and federal regulations and company policies.
- Answer phones promptly and courteously utilizing company procedures.
- Receive and respond professionally and courteously to all customer inquiries regarding service level changes, customer disputes, billing questions, cancellations, and new customer sign-up.
- Provide standard information regarding service options, charges, billing, and contract parameters.
- Discover customers' reason for cancelling service and attempt to retain customers.
- Process on-line data entry for residential and/or commercial accounts.
- Ensure customer concerns are understood and clearly explain resolution to the customer.
- Work in conjunction with other departments to resolve customer issues.
- Log and record information onto customer account in computer.
- Resolve customer account issues and adjust accounts, as necessary, with verification from management.
- Process payments as necessary.
- Maintain a positive work atmosphere with a culture of respect for others.
- Other duties as assigned.

Knowledge and Skills

- Professional demeanor and telephone etiquette.
- Ability to handle a heavy call volume in a professional and efficient manner.
- Excellent verbal & written communication skills.
- Organized and detail oriented with the ability to multi-task.
- Proven analytical/problem solving solutions for the customer and the company.
- Computer proficiency in Windows and Microsoft applications;
- Excellent customer service and data entry skills.
- General knowledge of office functions.
- Work efficiently and effectively, both independently and as a team, to meet or exceed call center standard.
- Ability to identify issues, make decisions, and resolve problems.
- Ability to react well under pressure and treat others with respect.
- Ability to commit to a regular work schedule with excellent attendance, defined schedules where timed lunches and breaks are predefined.
- Ability to work occasional overtime, weekends and/or holidays.
- Additional skills may be required to perform additional task(s) specific to work location, department or line of business.

Qualifications

- Legally eligible to work in the United States.
- High school diploma or equivalent.
- 2 years call center or customer service experience preferred.
- Good typing skills, with the ability to type at least 50 words per minute with a 95% accuracy rate.
- Bi-lingual skills are desirable, but not required.

Work Environment

- Office environment.
- Prolonged sitting and repetitive motions performed answering phone and working on computer.

This job description is intended to describe the general nature, complexity and level of work to be performed by employees assigned to this position, and is not to be construed as an exhaustive list of responsibilities, duties and/or skills required. It does not prescribe or restrict the work that may be assigned. Furthermore, this does not establish a contract for employment and is subject to change at the discretion of the company.

Qualifications

Education

Required

High School or better.

Experience

Preferred

2 years: Call Center Experience

Please Send Resumes to Patrick.flood@floodbrothersdisposal.com