

CUSTOMER SERVICE REPRESENTATIVE

Job Title: Customer Service Representative

Reports To: Senior Management

General Summary

Provides customer service support to the organization by obtaining, analyzing and verifying the accuracy of order information in a timely manner. Initiates and/or implements corrective action as needed in order to ensure that an excellent standard of service and a high level of customer satisfaction is maintained. Prepares customer service summary reports. Co-ordinates the handling of difficult and/or unusual situations.

Core Functions

- Receives, processes and verifies the accuracy of orders from customers utilizing the organization's internal system
- Initiates required action for response to customer service requests for order changes, including the maintenance of order/customer information files and communicates changes to the appropriate personnel/departments
- Ensures and provides quality service to both internal and external customers
- Receives inquiries from and/or contacts the organization's branch/regional offices to resolve a variety of order-related issues
- Accesses the company's internal systems to obtain and extract order information and provide customer service management with the data for inclusion in various scheduled and special reports
- Performs assigned system maintenance to various electronic order files
- Participates and provides expertise as a member of the customer service's departmental team
- The teams objectives are develop and recommend changes to existing methods and systems to increase the accuracy, efficiency and responsiveness of the customer service department as a whole.

- Contributes to the development and maintenance of standards, policies and procedures regarding customer service
- Regularly provides feedback on the soundness and effectiveness of the customer service department's policies and procedures.
- Adheres to all corporate policies, guidelines and statutory requirements and recommends to senior management adoption and/or changes to policies and guidelines to reflect circumstances within the customer service area
- Prepares, generates and distributes monthly reports and order acknowledgements to appropriate personnel
- Responsible for notifying administration of any required updates of customer records on the organization's internal database
- Provides back-up support to other group members in the performance of job duties as required

- Answers customer inquiries/communications as required
- Co-ordinates the organization's involvement in internal and external trade shows.
- Performs other related duties as assigned by management.

QUALIFICATIONS:

- Must have 2-3 years Customer Service experience or equivalent Education
- Must work well under pressure
- Able to juggle many projects simultaneously, and have excellent interpersonal and communication skills
- Must also have an excellent sense of priorities
- Must be organized and thorough
- Must be polite and professional
- Must have intermediate skills in all Microsoft applications
- Must be a quick learner
- Must have strong initiative