

Customer Service Specialist

JOB SUMMARY:

Oversees activities which may include customer service and new accounts reception.

JOB TYPE:

Position could be appropriate for a part-time role, unpaid internship, paid internship or full-time opportunity.

POSSIBLE FUNCTIONS:

1. Answer customer calls and inquiries from various sources (phone, e-mail, etc.)
2. Handles customer complaints and determines whether manager input is needed
3. Addresses customer issues and questions regarding their accounts.
4. Open new accounts for customers and help them understand their orders and any processes associated with ongoing customer interaction/maintenance.
5. Use systems to track and address customer questions and issues and bring them to resolution

SUGGESTED EDUCATION, EXPERIENCE, AND SKILLS:

1. Education: Two or four year degree program or equivalent
2. Experience: General knowledge of company and product operations
3. Skills: Ability to communicate effectively in person or over the phone; ability to be patient and empathetic; Ability to multi-task and handle many concurrent simple functions

