

Customer Service Representative Job Description

Our company is growing rapidly and is hiring for a customer service representative. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for customer service representative

- Initiate Customer build-outs
- Access and Review Customer websites/ dispute resolution when required
- Communicate technical issues appropriately both with technical specialists and with customers
- Address general product related inquiries regarding features, availability and pricing
- Utilize company software with skill and proficiency
- Regularly attend, participate in and support training and staff meetings in Customer Care
- Provide support for the company's website
- Act as the main point of contact for assigned Key Accounts and other designated customers
- Respond to customers on the phone and by email
- Review, chase and update Customer estimates, Supplier orders, reservation and other areas of outstanding information

Qualifications for customer service representative

- An appreciation and experience with travel
- Great Computer Navigation & Typing Skills 35 wpm
- Ability to complete every single day of training
- Pass required sales/customer service assessment
- Prior Customer Service experience in a large publishing, manufacturing or service call center environment is preferred
- Call Center environment work experience a plus

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