

CUSTOMER SERVICE REPRESENTATIVE JOB DESCRIPTION

[Insert Company Name]

JOB TITLE: Customer Service Representative

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 organizations' internal CRM/mainframe systems and customer purchase orders.
- 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 team's 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.

AUTHORITY:

People:

- Reports directly to the **[Manager/Director]**.
- Planning and development of specific target markets and groups, and the actual service "package" will be developed as a team program in conjunction with the **[Insert name]**.

Financial:

- Responsible for contributing to the development and execution of the annual marketing business plan which will include customer service area goals and timetables.

Physical Assets:

- Responsible for the maintenance of an appropriate system of internal control for all assets, including physical, human resources and information, within the **[Insert name of company/division/department]** area.

ACCOUNTABILITY:

Decisions made autonomously:

- Decisions concerning the identification of prospective members within Outbound Telemarketing guidelines.
- Decisions concerning personal time management and call activities.

Decisions made in conjunction with the [Manager/Director]

- Decisions concerning new strategies to increase retention.
- Decisions concerning customer service levels in regional/branch locations
- Decisions concerning the implementation of new customer service policies and procedures.

DETAILS OF FUNCTION:

- 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.
- Facilitates the collection of competitive information in order to monitor business trends and opportunities.
- 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.
- Responsible for being familiar with the organization's by-laws in order that all recruitment and retention decisions are made within by-law boundaries.
- Responsible for actively ensuring the retention of the organization's customer base which includes promoting the organization to existing customers.
- Works with the organization's other branch/regional offices to resolve problems, facilitate solutions and enhance customer service offerings.
- Prepares, generates and distributes daily 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.
- Supports/participates in the organization's Continuous Improvement Program.
- Answers customer inquiries/communications as required.
- Attends regular customer service departmental meetings.
- Advises internal staff of advertisements and campaigns that affect retention.
- Maintains detailed call activity reports and provides them to the **[Insert position title]** on a regular basis.
- Provides activity/statistical summary reports each week to **[Insert position title]**.
- Co-ordinates the organization's involvement in internal and external trade shows.
- Conducts follow up phone calls to survey respondents who have concerns or questions.
- Performs other related duties as assigned by management.

QUALIFICATIONS:

Incumbent is required to have 2 years progressive customer service or direct marketing experience. Must work well under pressure, be able to juggle many projects simultaneously, and have excellent interpersonal and communication skills. Must also have an excellent sense of priorities. Must be bilingual with data base management experience.