

<b>Job Title:</b>	Customer Service Representative	<b>Job Category:</b>	Customer Service
<b>Client:</b>	TBD	<b>Time to Fill</b>	2-4 Weeks
<b>Location: Home / Office</b>	Home	<b>Experience Required:</b>	2 Years
<b>Bill Rate:</b>	\$8.90-\$10.00/hr DOE	<b>Position Type:</b>	Full-time

### Job Description

#### Role and Responsibilities

The CSR is responsible for the customer service processes at the company. Always focused on delivering customer satisfaction while complying with procedures and rules set by the company. The CSR is responsible for the fulfillment of customers' needs. The main activities for this position are:

1. Communicate with customers via phone, email, text, and chat. Always keeping a positive, empathetic, and professional attitude toward customers.
2. Follow communication procedures, guidelines, and policies.
3. Work with internal departments to meet customers' needs.
4. Provide knowledgeable answers to questions about the product, pricing, and availability.
5. Prepare product or service reports.
6. Handle complaints, provide appropriate solutions and alternatives within the time limits, and follow up to ensure resolution.
7. Perform data entry in various platforms.
8. Place, process, or cancel orders, forms, applications, invoices, and requests.
9. Provide feedback on the efficiency of the customer service process to management.

#### Qualifications and Education Requirements

Associate's Degree in Administration, service-related areas or experience at customer service companies for 2+ years.

#### Preferred Skillset

##### Hard / Technical Skills:

1. Task management software
2. MS Office Suite
3. Email software (Gmail, Outlook)
4. Fluency in written and spoken English

##### Soft Skills

1. Customer Service background
2. Assertive communication
3. Problem solving
4. Attention to detail