CUSTOMER SERVICE REPRESENTATIVE

Job Qualifications:

Required Skills:

• Keyboard and PC knowledge required
• 1-2 years Customer Service experience preferred

Knowledge, Skills and Abilities:

• Must have ability to work with patience and courtesy in customer relations
• Must have ability to communicate effectively, both verbally and in writing
• Ability to think quickly and logically to ensure expedient response to customer inquiries
• Must have strong organization skills
• Enter information into multiple screens while listening to information from customers
• Must complete applicable training

Education:

• High school diploma or equivalent
• Advanced degrees or certification preferred

Essential Functions of Position:

• Resolve customer issues over the telephone, including billing inquiries, sales opportunities and video product troubleshooting.
• Respond to customer correspondence in appropriate manner.
• Accurately enter order information, including updating of customer accounts, telephone and contact numbers.
• Promote sales by explaining available services.
• Use provided training materials and job tools to quickly and accurately resolve customer issues.
• Other functions that may be assigned.