

See attached and interested candidates contact me at [hhill@unitycourier.com](mailto:hhill@unitycourier.com)

## **CUSTOMER SERVICE REPRESENTATIVE**

1. Answer phones and respond to customer requests.
2. Sell product and place customer orders in computer system.
3. Provide customers with product and service information.
4. Up-sell products and services.
5. Transfer customer calls to appropriate staff.
6. Identify, research, and resolve customer issues using the computer system.
7. Follow-up on customer inquires not immediately resolved.
8. Complete call reports.
9. Answer customer billing questions
10. Recognize, document and alert the supervisor of trends in customer call
11. Communicate and coordinate with internal departments
12. Follow up on customer interactions
13. Other duties as assigned

## **KNOWLEDGE AND SKILL REQUIREMENTS**

1. Basic reading, writing, and arithmetic skills required. This is normally acquired through a high school diploma or equivalent.
2. Computer literate with the ability to learn customer service software applications. Duties require professional verbal and written communication skills and the ability to type 40 wpm. This is normally acquired through one to three years of office experience.
3. Four (4) years experience customer service
4. Two (2) years experience sales

## **Education and Experience**

- High school diploma, general education degree or equivalent
- knowledge of customer service principles and practices
- knowledge of relevant computer applications
- knowledge of administrative procedures
- numeric, oral and written language applications
- product knowledge

## **Key Competencies**

- interpersonal skills
- communication skills - verbal and written
- listening skills
- problem analysis and problem-solving
- attention to detail and accuracy
- data collection and ordering
- customer service orientation
- adaptability
- initiative