

## Senior Customer Service Representative

**Benefits:** Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

**Salary range:** \$24.00 to \$28.00 hourly  
**Employment status:** Contract / Temporary

### Description

Are you a customer-focused professional with a proven track record in providing outstanding service? Our esteemed company is seeking a Senior Customer Service Representative to lead our customer service efforts to new heights. If you're ready to elevate customer experience and drive customer satisfaction, then this is the opportunity for you!

### Key Responsibilities:

- Provide guidance and support to the customer service team, ensuring adherence to service standards and policies.
- Handle escalated customer inquiries and complaints with professionalism and empathy, striving for swift resolution and customer satisfaction.
- Serve as a subject matter expert on products, services, and company policies, assisting both customers and team members with inquiries and problem-solving.
- Monitor and analyze customer service metrics and trends, identifying opportunities for improvement and implementing strategies to enhance service quality and efficiency.
- Collaborate with cross-functional teams to address customer issues, share feedback, and implement solutions to improve the overall customer experience.
- Train and mentor junior customer service representatives, providing coaching and development opportunities to foster growth and excellence.

### Requirements

- Bachelor's degree in business administration, marketing, or related field preferred.
- Minimum of 3-5 years of experience in customer service or related role, with a proven track record of delivering exceptional service.
- Strong communication and interpersonal skills, with the ability to build rapport and establish trust with customers and team members.
- Excellent problem-solving abilities, with a customer-centric approach to conflict resolution.
- Proficiency in CRM software and other customer service tools, with the ability to navigate systems efficiently.
- Leadership experience or qualities, with the ability to inspire and motivate a team to achieve service excellence.

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