

Quechan Indian Tribe (5300)
To: Employment Counselor
Date: 05/19/2024



05401
Burlington, VT, 05401

Customer Success Specialist

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: \$19.00 to \$23.00 hourly
Employment status: Contract / Temporary

Description

As a Customer Success Specialist, you will serve as the initial point of contact for our valued clientele. Your main duty will involve aiding customers with their queries, furnishing product details, resolving issues, and ensuring overall customer contentment. This position presents an outstanding chance to garner valuable expertise in the customer service sector and hone essential skills for career progression.

Responsibilities:

- Promptly address customer inquiries
- Offer precise information on products/services and aid in purchasing decisions
- Handle and resolve customer grievances with professionalism and empathy
- Efficiently manage orders, returns, and exchanges
- Stay updated on company products, policies, and procedures
- Collaborate with team members to ensure seamless customer interactions

Additionally, while this role offers a base salary, the bonus program presents an opportunity to significantly augment your earnings based on your performance!

Requirements

Qualifications:

- Excellent communication skills, both verbal and written
- Strong problem-solving abilities and attention to detail
- Ability to multitask and work effectively in a fast-paced environment
- Basic computer proficiency
- Previous customer service experience

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