

Customer Experience 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: \$20.00 to \$22.00 hourly
Employment status: Contract / Temporary

Description

As a Customer Experience Specialist, you will serve as the initial point of contact for our esteemed clientele. Your main duty involves aiding customers with queries, furnishing product details, addressing concerns, and guaranteeing overall customer contentment. This position presents an exceptional chance to accumulate valuable expertise in the customer service domain and cultivate indispensable skills for career progression.

Responsibilities:

- Promptly address customer inquiries.
- Furnish precise information regarding products/services and assist in making purchasing decisions.
- Handle and resolve customer grievances with professionalism and empathy.
- Efficiently process orders, returns, and exchanges.
- Stay updated on company products, policies, and procedures.
- Collaborate with fellow team members to ensure seamless customer interactions.

While this role offers a base wage, the bonus program presents an opportunity to substantially augment your earnings based on 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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