

Customer Service

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: \$15.00 to \$20.00 hourly
Employment status: Contract / Temporary

Description

Main Job Duties and Responsibilities

- deal directly with customers either by telephone, electronically or face to face
- respond promptly to customer inquiries
- handle and resolve customer complaints
- obtain and evaluate all relevant information to handle product and service inquiries
- provide pricing and delivery information
- perform customer verifications
- set up new customer accounts
- process orders, forms, applications and requests
- organize workflow to meet customer timeframes
- direct requests and unresolved issues to the designated resource
- manage customers' accounts
- keep records of customer interactions and transactions
- record details of inquiries, comments and complaints
- record details of actions taken
- prepare and distribute customer activity reports
- maintain customer databases
- manage administration
- communicate and coordinate with internal departments
- follow up on customer interactions
- provide feedback on the efficiency of the customer service process

Requirements

Key Skills and 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
- stress tolerance

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