



is now hiring!

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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