

Reports to: Customer Service Manager

Department: Customer Service

Classification: Non-Exempt

Last Updated: 1-16-2023

Job Summary:

Customer Service Specialist will be friendly and highly analytical. You will become the team lead with order entry and be the departments chief resource for all things order related. In this role, you will also serve as a backup for customer inquiries and resolve issues via appropriate channels, maintain technical product knowledge of our products and services, obtain customer feedback, and provide training to new hires and existing Customer Service Agents.

A Customer Service Specialist will demonstrate excellent time management skills and be enthusiastic about customer service and self-improvement. They will become the expert on our order systems and processes and with a strong desire for accuracy and continued process improvement. The ideal candidates should be an excellent brand ambassador and be willing to go the extra mile to ensure customer satisfaction.

Essential Functions:

- You will become the team lead for order entry and be responsible for daily questions, training, and coaching
- Provide the team continued adherence to order processes and procedures and work to improve those processes daily
- Will work to continuously maintain and update procedures with recent changes
- Owns processing of Return Material Authorization (RMA) process and warranty process
- Promptly responding to customer queries via email, live chat, phone, and social media channels
- Manages relations with the top tier key accounts, ensuring the highest level of customer satisfaction
- Provides higher level of product support and is first point of escalation for customer service agents
- Sharing customer feedback with colleagues, Customer Service Manager, and other departments along with suggestions to improve products
- Liaison between Customer Service Agents and Customer Service Manager
- Will play key role in successful new product launches
- Will contribute on department trainings led by manager
- Is the dedicated regional sales manager contact
- Maintains comprehensive working knowledge of products, relevant regulations, systems, business processes and policies
- Backs up absent Customer Service Agent team members on phone, email, chat
- Analyzes complaints from customers and provide solutions and root cause analysis
- Reports on order trends to manager
- Prepares reports as directed by manager to support the department
- Travels to trade shows if needed
- Attending additional trainings or workshops as needed
- Other duties as assigned

Essential Job Qualifications:

- High school diploma: With a minimum of 3-5 years of customer service experience
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- Bachelor's degree preferred in business, communications, or related field that may be advantageous
 - Practical experience with 8x8 and Infor (Syteline) preferred
 - Excellent verbal and written communication skills
 - Ability to appropriately respond under pressure with clarity and sound judgment
 - Proficient with MS Office suite
 - Embrace and foster company values of Integrity, Excellence, People Chemistry, Golden Rule, Courage, and Servant-Leadership
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