

CSR JOB DESCRIPTION

CUSTOMER SERVICE REPRESENTATIVE

DESCRIPTION:

Leading LI Manufacturer of vitamins and nutritional supplements seeks experienced customer friendly representative for busy call center. Strong communication and problem resolution skills needed. Must have high volume call center and order processing experience.

PRIMARY RESPONSIBILITIES:

- Support the day to day activities within the Customer Service Department including processing account phone, fax and email orders and returns. (Knowledge of SAP a plus)
- Support Sales Reps with processing of account orders, monthly sample orders, demo orders and any other special requests and inquires.
- Responding to account inquiries via incoming calls and e-mails.
- Following up with customers on pricing, order discrepancies, manufacturing delays, missing products and product complaints.
- Troubleshoot any shipping issues and work with carrier to resolve.
- Coordinate New Account Applications (including the vetting of the applicants, coordination of opening orders and new accounts).
- Support the Customer Service Manager and Customer Service Supervisor including processing and distributing activity reports, analysis and correspondence as needed.
- Special projects as needed.

REQUIREMENTS:

- Minimum 1 year of order processing experience
- Have at least 3 years of high volume call center experience
- Possess strong communication skills (both oral and written), excellent customer service skills, well organized, energetic and self-motivated.

- Ability to handle multiple tasks simultaneously with a sense of urgency.
- Excellent attention to detail, follow through ability and initiative.
- Proficient in Microsoft Word and Excel.
- Experience with SAP a plus.
- Stable and verifiable work history.
- College graduate preferred.