



CUSTOMER SERVICE REPRESENTATIVE

Department	Reports To	FLSA Status	Prepared By	Approved By	Last Modified
Office & Admin	L. Kelly	N/A	HR	N/A	2020-01-08

Employee (print): _____ (signature)(X): _____

Manager (print): _____ (signature):(X) _____

Job Summary

- Provides customer service and resolves issues by offering solutions, explanations and options

General Responsibilities

- Answer phones, direct calls and take messages as needed
- Handle online orders
- Invoice completed orders and handle payments
- Update and distribute daily schedule
- Order merchandise for orders as needed
- Check email regularly for communication from customers and coworkers to ensure quick response times
- Be present and prepared for sales meetings during business hours
- Communicate with art director and production coordinator regularly about schedule, order progress, and order revisions
- Communicate with customers throughout production process, including reminders of art awaiting approval and orders ready for pickup
- Enter order into business works, print, and distribute copies to art director and inventory coordinator
- Assist customers through the order taking process, making sure all necessary information has been obtained before concluding conversation, note all order information on note sheet
- Provides customers' information about products or services, takes or enters orders, cancels accounts, or obtains details of complaints
- Ensures full customer satisfaction and maintains a friendly, helpful demeanor
- Identifies and prioritizes problems and issues related to service area
- Maintains close contact with customers to give updates on progress toward resolution of issue or service request
- Ensures that appropriate changes were made to resolve customers' problems
- Refers unresolved customer issues to designated departments for further investigation
- Processes applications, releases, cancellations, adjustments, changes, requests, fees, invoices and other related paperwork
- Keeps records of customer interactions, recording details of inquiries, complaints, or comments, as well as actions taken
- *The company reserves the right to add or change duties at any time

Job Qualifications

- **Education:** High School Diploma, GED, or equivalent work experience

Skills

- Excellent verbal and written communication
- Service orientation
- Critical thinking/Active listening