

Customer Service Assistant

- 1) Converse with customers face to face, by telephone or electronically in order to provide information about products, take orders & special order requests and manage shipping information.
- 2) Keep records of customer interactions and transactions, recording details of inquiries, concerns and comments, as well as actions taken.
- 3) Resolve customers' service comments by performing activities such as exchanging merchandise, refunding money and adjusting receipts as needed for accuracy.
- 4) Check to ensure that appropriate changes were made to resolve customers' concerns.
- 5) Contact customers in order to respond to inquiries or to notify them of product back orders.
- 6) Refer unresolved customer concerns to appropriate supervisor for further investigation.
- 7) Provide support to Social Media Specialist and to corporate office management.
- 8) Source intra-company products per customers' requests.

Skills

Impressive phone etiquette

Great communication skills, both verbal and written

Ability to deliver excellent customer service, both internally and externally

Great product knowledge

Strong work ethic, honest and punctual

Ability to complete tasks in a timely manner