

We are seeking a customer service representative who will project a professional company image through phone interaction while answering phones to respond to orders, general customer inquiries, invoice questions, and customer complaints.

**Primary Responsibilities:**

- Place customer orders in company system
- Interface with warehouse to ensure shipment of items
- Track all orders to ensure receipt by end user
- Answer phones and respond to customer requests
- Provide customers with product and service information
- Transfer customer calls to appropriate staff
- Identify, research, and resolve customer issues using the computer system
- Complete call logs and reports through CRM system
- Research billing issues
- Recognize, document and alert the supervisor of trends in customer calls
- Recommend process improvements
- Provide training for new employees
- Generate customer thank you letters

**Experience and Qualifications Requisite for Position:**

- Basic knowledge in Word, Excel, and Outlook. Ability to learn proprietary company software applications quickly.
- Reliable, detail oriented, strong organizational skills, effective verbal and written communication skills.
- High School Diploma required, experience preferred.