

## JOB DESCRIPTION TEMPLATE

### Job Title

### Job Summary

Explain, in one sentence, why the job exists, *for example*: The Customer Service Representative ensures excellent service standards and maintains high customer satisfaction

### Responsibilities

A high level responsibility, supported by tasks or activities, *for example*: Acts as a liaison between company and customers, by providing product/services information and resolving any emerging problems that our clients might face with accuracy and efficiency. This is accomplished by:

- Managing incoming calls
- Generating sales leads
- Identifying and assessing customers' needs to achieve satisfaction.
- Building sustainable relationships of trust through open and interactive communication
- Providing accurate, valid, and complete information by using the right methods/tools
- Meeting personal/team sales targets and call handling quotas
- Addressing complaints, providing appropriate solutions and alternatives within the time limits, and following up to ensure resolution.
- Keeping records of customer interactions,
- Following communication procedures, guidelines, and policies

### Working Conditions

*Example:*

- Flexible schedules of 15 hours, per week; some evening and week-end work required
- Works from home; provides updates by email and telephone bi weekly
- Attends Zoom meetings weekly.

### Qualifications

*Examples:*

- 2+ years experience in customer service
- Minimum high school degree
- Familiarity with CRM systems and practices
- Proficiency in the use of computer programs for Microsoft Office Suite (Word, Outlook, Excel)

- Fluency in other languages would be an asset.
- Excellent communication and active listening skills
- Ability to develop and maintain positive working relationships with others, both internally and externally.
- Experience anticipating understanding and responding to the needs of customers and to meet or exceed their expectations.
- A Team Player who can work cooperatively and effectively with others to set goals, resolve problems, and make decisions to enhance organizational effectiveness.
- Ability to multi-task, prioritize, and manage time effectively