

Sanders Industries LLC – Customer Service Representative

Job Summary

Our growing business is looking for a skilled problem solver to join our team as a Customer Service Representative. We need an enthusiastic individual who can listen to customer service issues and then offer a unique and innovative solution to each problem. The successful candidate for this role will have a strong command of the company's customer service policies, and be well-trained in product knowledge that can be critical for offering quick and accurate assistance to customers.

Responsibilities

- Answers incoming customer calls regarding billing issues, product problems, service questions and general client concerns
- Responsible for maintaining a high level of professionalism with clients and working to establish a positive rapport with every caller
- Update customer information in the customer service database during and after each call
- Work with the management team to stay updated on product knowledge and be informed of any changes in company policies
- Impact the company's bottom line by problem solving and turning frustrated clients into repeat customers
- Capable of assessing a customer's needs and recommending sales of additional products/services as appropriate

Skills – Qualifications

- Must be 18 years of age or older
- High school diploma/GED required (Associate degree in a business related field preferred)
- Ability to remain professional and courteous with customers at all times
- Must be available to work occasional nights, holidays and weekends
- Excellent verbal and written communication skills
- Typing skills – minimum 30 words a minute

