

# Customer Service Specialist

## Job Description

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**DESCRIPTION SUMMARY:** Handles customer service inquiries and problems associated with the servicing of the company's consumer service after market support. Answer all customer contacts, including complex customer problems and/or complaints requiring interpretation, investigation and follow-up either by phone, email or written request. Exercises independent influence and judgment with consumers and or dealers to ensure early intervention and resolution where possible. Cultivates and maintains ongoing customer and client relationships.

### ESSENTIAL FUNCTIONS OF THE POSITION

- Professionally handle customer requests for product assistance, credits, orders and or any related issue.
- Resolve customer questions or concerns in one call or email by utilizing problem solving skills.
- Observe customer behavior during call handling process for disconnection risks
- Researcher's product inquiries and provides consistent and efficient follow-through on all customer concerns requiring further investigation
- Identify repeat issues and bring to management's attention to improve consumer support
- Perform other duties as requested by supervisor
- Possess problem solving skills necessary to make decisions and take action based on sound reasoning and independent judgment.

### SKILLS/ABILITIES

- Ability to prioritize, organize and multi-task effectively
- Ability to utilize problem-solving techniques
- Ability to perform job at work station for prolonged periods of time.
- Ability to listen and interpret the needs of the customer
- Ability to articulate and communicate in writing to customers / service centers
- Excellent oral and written communication skills
- Utilize empathy, listening skills, and a professional, courteous and helpful attitude to focus on providing quality customer service.
- Bilingual (Spanish) a plus but not required

Required experience:

- Consumer Customer Services: 3 years

Paid Vacation / Health, Dental, Vision, Life Insurance, Sick Leave, Floating holidays, 401(K), Your Birthday off paid by Razor.

Job Type: Full-time

Salary: \$18.00 to \$20.00 /hour