



**Job Title:** Customer Service Specialist

**Effective Date:** 11/22/2021

## **JOB DESCRIPTION**

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**Summary:** The Customer Service Specialist reports directly to the Customer Experience Manager. The Customer Service Specialist must be able to work independently and with other specialists to perform all duties relative to Customer Service, Sales & Product Warranty. In addition, must be able to provide exceptional assistance to our broad customer base to ensure complete customer satisfaction.

Desire to perform at the highest level of competence and expedience at all times to insure the overall productivity and growth.

Job Type: Full Time, Monday – Friday, 8 AM – 5 PM.

Location: New Bedford, MA

Pay: \$19.00/Hourly

### **DUTIES & RESPONSIBILITIES:**

The following is a brief description of some of the duties and responsibilities but is not limited to:

- Sales Order Entry.
- Answering a multi-line phone system and handling issues related to customer service, sales & warranty.
- Verifying product warranty inquiries and issuing Return Merchandise Authorizations.
- File Maintenance, Sales and Warranty Reporting
- Interact with the Production and Shipping departments to ensure on time delivery of orders.
- Providing internal corporate support to our territory Sales Agents and Regional Managers.
- Ensure the highest levels of customer satisfaction through any channel including but not limited to phone, email, live online chat and other channels as they emerge.
- Accept other responsibilities as requested by the Customer Service & Warranty Supervisor.

### **TECHNICAL EXPERTISE:**

The following is a brief description of some of the processes in the technical expertise duties but is not limited to:

- Proficient in Microsoft Office, which includes Word, Excel and Outlook
- Call Center experience (ability to operate multi-line phone system)
- Experience with office machinery (fax, copier, scanner, adding machine)
- Attention to detail.

**REPORTING TO:** Customer Service & Warranty Supervisor.

**ROBERTS**

**JOSEPH**

**STAFFING**

**EDUCATION/EXPERIENCE:**

- High School Diploma or GED with basic office experience
- 2-year Associate Degree program in Office Administration
- Ability to work in a face paced environment
- Ability to communicate and interact effectively in all situations.
- Minimum two years related experience.
- Knowledge of customer service principles and practices
- Experience communicating through multiple channels and handling multiple customer queries through different channels effectively.
- Proficient with standard office applications (i.e., Word, Excel, PowerPoint, etc.)
- Basic Math Concepts

**OTHER QUALIFICATIONS:**

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Physical Demands – Physical Activities: Ability to stand, walk and sit. Ability to reach and use arms, hands, and fingers.
- Ability to lift up to 30 lbs.
- Work Environment – Moderately Quiet Office Conditions
- Personal, Protective Equipment – Safety Glasses and ear protection to enter manufacturing.
- Work Schedule – 8am to 5pm Monday through Friday, holiday and weekend work in addition to overtime as needed.

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.