



CUSTOMER SERVICE TEAM MEMBER

Job Description

TITLE: Customer Service Team Member

EFFECTIVE DATE: TBD

PURPOSE: The essential job function requires working in an inbound call center environment answering calls in a professional manner and staying focused on building customer loyalty.

STATUS: Full or Part Time, non-exempt, flexible in-office hours. Required presence in meetings and some regular phone staffing, schedule TBD and can change.

DUTIES AND RESPONSIBILITIES: The essential characteristics of this position include: excellent communication skills (both written and verbal), the ability to interact and work effectively with co-workers and other departments, wanting to be part of a dynamic team with a positive can-do attitude, and being able to work within tight deadlines. Bilingual (Spanish) is a plus!

The schedule operating hours for Customer Care are 7:00am to 7:00pm, Monday through Friday (subject to change based on operational need).

PERFORMANCE ASSESSMENT

On a consistent basis, random agent calls and other communications (email, customer contacts), both inbound and outbound, will be monitored and/or recorded to assess the level of customer satisfaction.

MEASUREMENT

Performance expectations will be assessed based on the following measurements:

- Number of calls handled or other communications processed
- Average handle time
- Call/Communication quality
- Attendance

Superior performance will be based on consistently exceeding our quality standards, the ability to quickly solve customer concerns, accuracy in order processing and related tasks, and having a perfect attendance record.

QUALIFICATIONS:

- Must demonstrate passion and enthusiasm for SEACRET and live our Core Values at all times
- High school diploma or equivalent is required
- Previous call center experience required
- Must be dependable and flexible
- Knowledgeable in principals and protocols of phone etiquette and call center techniques
- Excellent verbal and written communication skills

- High degree of professionalism, with ability to interact effectively with employees at all levels
- Proficiency with Microsoft Office products including Word and Excel, Internet, Outlook email
- Demonstrates strong customer service focus
- Self-motivated, self-starter, with a positive personality
- Good decision making ability and problem solving skills
- Ability to work for extended periods of time wearing a headset in a call center environment
- Ability to read, understand and adhere to standard company policies and procedures
- Sensitive to confidential information
- This position will require the applicant to be available during the hours of the customer support center.

PREFERENCES:

- Knowledge of skin care products
- Strong organizational skills and extremely detail-oriented
- Ability to use good judgment and discretion
- Ability to work with multiple interruptions and tight deadlines
- Past relationship marketing experience a plus

REPORTS TO: Customer Support Supervisor

SUPERVISION-OTHER: None

REQUIRED EXPERIENCES/COMPETENCIES: One year of customer support experience or equivalent experience in the industry.

OTHER REQUIREMENTS: Proficiency in all phases of work. Use of personal computer and standard office equipment. Position will be in the Customer Support department.