

# DISPLAYS2GO

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**TITLE:** Contact Center Representative

**DEPARTMENT:** Contact Center

**REPORTING TO:** Contact Center Supervisor

**FLSA:** Non Exempt

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**JOB DESCRIPTION:**

Supporting our Ecommerce website, Contact Center Representative responds to customer inquiries (Phone, Online Chat and Email) on pre and post sales contacts. Utilizing superior customer service skills, the Contact Center Representative engages with customers on products questions, product sales and resolving post sales transactions.

**PRIMARY DUTIES AND RESPONSIBILITIES:**

- Answering inbound inquiries from customers on pre and post sales contacts (Phone, Online Chat and Email)
- Assesses customer needs and proactively provides solutions
- Drives customer retention by delivering superior customer service, thorough product knowledge and ability to diagnose & resolving post sales transactions
- Keeps customers informed on the status of their order, resolves post-order issues such as returns and follows up to ensure all customer needs are fulfilled
- Inputs orders, customer information and maintains notes on a computer database system
- Maintain broad knowledge of products, pricing, promotions and procedures, through meetings and training.
- Communicates effectively with team members in a fast paced sales organization

**SKILLS**

- Customer focused with strong listening skills, ability to demonstrate empathy and build rapport with customers
- Confident, courteous and displays strong interpersonal skills
- Ability to work in a fast paced office environment with strong attention to detail
- Must be flexible with the ability to adapt to changes quickly
- Strong keyboard skills (60 WPM), while interacting with customers and wearing a phone headset
- Computer skills including Microsoft Word and Excel

**EDUCATION AND EXPERIENCE**

- High school diploma (College degree preferred)
- Minimum of 1 year of customer service experience or 3 years of retail sales experience.