

Customer Care Associate

Job Summary:

To engage customers in a professional and productive manner to provide excellent customer service for utility customers and city personnel.

Job Qualifications:

- Detail oriented, responsible, self-motivated, team player, strong interpersonal skills, resourceful, and ability to learn quickly in a fast-paced environment.
- Must have a passion for serving others in a professional manner.
- Strong verbal and written communication skills using a professional demeanor and a courteous etiquette. Must be able to use proper discretion in evaluating and/or elevating customer issues.
- Ability to manage concurrent tasks, manage time effectively, and set priorities
- Ability to work effectively under pressure without breaking down.
- Ability to embrace change.
- Proficiency in the use of a computer.
- Previous experience in customer support with references.
- Must have a high school diploma.
- Experience with Microsoft Office Suite.

Job Responsibilities:

- Provide exemplary first class customer service while being enthusiastic and professional with your peers and customers. Greet customers as they enter and leave.
- Consult with customers to identify their needs, recommend appropriate products and services, clarify information, research every issue and provide solutions.
- Study and keep current on product literature, usage and application, troubleshooting and policies and procedures.
- Keep records of all conversations in our call database in a comprehensible way
- Handle all customer service issues in a timely and professional manner.
- Answer inbound customer service calls.
- Initiate outbound calls as necessary to resolve issues and/or follow-up on requests
- Troubleshoot and provide assistance with tier one technical issues with customers and technicians.
- Respond to customer/client/supplier emails. Maintain and monitor inventory databases.
- Show up to work on time and work your scheduled shift.
- Position may include other duties as determined by the company.

Salary Determined on experience.