****

**JOB DESCRIPTION TEMPLATE**

**Job Title**

**Job Summary**

Explain, in one sentence, why the job exists, *for example*: The Customer Service Representative ensures excellent service standards and maintains high customer satisfaction

**Responsibilities**

A high level responsibility, supported by tasks or activities, *for example*: Acts as a liaison between company and customers, by providing product/services information and resolving any emerging problems that our clients might face with accuracy and efficiency. This is accomplished by:

* Managing incoming calls
* Generating sales leads
* Identifying and assessing customers’ needs to achieve satisfaction.
* Building sustainable relationships of trust through open and interactive communication
* Providing accurate, valid, and complete information by using the right methods/tools
* Meeting personal/team sales targets and call handling quotas
* Addressing complaints, providing appropriate solutions and alternatives within the time limits, and following up to ensure resolution.
* Keeping records of customer interactions,
* Following communication procedures, guidelines, and policies

**Working Conditions**

*Example:*

* Flexible schedules of 15 hours, per week; some evening and week-end work required
* Works from home; provides updates by email and telephone bi weekly
* Attends Zoom meetings weekly.

**Qualifications**

*Examples:*

* 2+ years experience in customer service
* Minimum high school degree
* Familiarity with CRM systems and practices
* Proficiency in the use of computer programs for Microsoft Office Suite (Word, Outlook, Excel)
* Fluency in other languages would be an asset.
* Excellent communication and active listening skills
* Ability todevelop andmaintain positive working relationships with others, both internally and externally.
* Experience anticipating understanding and responding to the needs of customers and to meet or exceed their expectations.
* A Team Player who can work cooperatively and effectively with others to set goals, resolve problems, and make decisions to enhance organizational effectiveness.
* Ability to multi-task, prioritize, and manage time effectively