



## Job Descriptions: Customer Service Associate

### Position Summary

The primary responsibilities of this position are customer retention, new customer acquisition and customer support. This position reports directly to upper Management.

### Major Responsibilities

- Handle inbound calls evaluating customer needs and, if need be, directing to proper department or team member.
- Addresses customer phone calls and responds to all inquiries including, but not limited to, billing, general product knowledge, grievances and setting up and closing out accounts
- Assist in efforts to collect from past due customers
- Periodically assist team members with daily deposit and daily data updates in his/her absence.
- Enters and updates customer account information in software systems
- Processes billing payments and paperwork for walk-in customers who qualify for financing option.
- Responsible for processing driver daily paperwork
- Responsible for trips to the bank as well as the post office on a needed basis
- Responsible for balancing cash drawer(s) each day.
- Responsible for sending new customer packages to new customers and ensure return of signed documentation.

## Qualifications

- Must be able to work and willingness to work flexible hours including one weekend day to meet the needs of the business.
- Excellent customer service skills
- Excellent verbal and written communication skills with the ability to communicate clearly and effectively in all situations.
- Be a fast learner, cheerful, with a positive attitude
- Previous experience in an office environment
- Knowledge of computer systems
- A commitment to service excellence and customer satisfaction
- A strong team player yet still able to work independently with minimal supervision
- Excellent communication skills, exceptional organizational ability, high attention to detail, and ability to multi-task.

## Physical Requirements

- This position requires minimal physical requirements.

## Salary

- Starting at \$13.00 per hr.

## Benefits

- Health Insurance
- Dental Insurance
- Life Insurance
- Supplemental Insurance i.e.: Aflac
- 401K
- Holiday Pay
- Vacation Pay