

## CUSTOMER SERVICE REPRESENTATIVE

At Prosci, we employ dynamic individuals with a passion for change management and depth in their respective area of expertise. Our employees are dedicated team players who bring energy, professionalism and pride to their work. The Prosci environment is one in which smart, motivated and creative people succeed.

### **Position summary:**

The Customer Service Representative II is a first point of contact for our clients, and supports customer success by ensuring positive, timely, proactive customer service in all aspects of the role. The successful candidate will bring a passion for assisting customers and solving challenges to the table. In addition to processing orders, responding to customer inquiries, and proactively driving customer communication and service at all levels, this role serves as a back-up for other CSRs as well as for our receptionist to provide seamlessly outstanding customer service. A positive, solution-oriented, highly motivated outlook is a must to succeed in this role!

### **Responsibilities include but are not limited to:**

- Fulfillment of customer orders daily (process orders and secure payment)
- Interaction with customers through all contact channels (phone, email and face-to-face) in a friendly helpful manner
- Promotion of relational touch point opportunities with customers
- Providing back up receptionist duties including; answering phones and correctly transferring calls to appropriate person
- Functioning as a customer liaison between departments
- Performing department administrative duties including; distribution of in-coming and out-going mail and faxes and filing customer records for the department

## **Required Skills/Essential Experience includes but are not limited to:**

- Previous employment experience in customer service
- Shipping experience (international shipping experience strongly preferred)
- Order processing through an order processing system (NAV experience strongly preferred)
- Experience with a CRM (Sales Force or equivalent)
- Ability to project a customer focus
- Pleasant, friendly and empathetic and out going in all internal and external customer relationships
- An organized self-starter
- Proactive communicator with customer and employee requests alike
- Demonstrates critical thinking mindset

### **To Apply:**

Please email cover letter and resume to [resume@prosci.com](mailto:resume@prosci.com) with "Customer Service Opportunity" in the subject line.