

Customer Service Representative

We are seeking a Customer Service Representative to manage customer queries and concerns. To do well in this role you need to be able to remain calm when customers are frustrated, and have experience working with computers.

Job Duties

- Customer service duties and responsibilities include answering phone calls and emails
- Responding to customer questions and concerns, and walking customers through basic troubleshooting processes.
- Keeping records of customer interactions, transactions, comments and concerns.
- Providing feedback on the efficiency of the customer service process.