

## **CUSTOMER SERVICE REPRESENTATIVE (CSR)**

### **Basic Duties:**

- Maintain administrative organization, customer files, and processing customer transactions.
- Emphasis on in-store sales, direct marketing and new customer growth
- Maintain upkeep of the showroom floor

### **Reporting:**

- Reports directly to the Sales Manager

### **Primary Responsibilities:**

- Accept and process current customer payments
- Process Order Forms and references
- Input customer information into the store computer
- Update customer information and account status in the store computer
- Answer incoming telephone calls and route them to the appropriate employee
- File and maintain customer folders and records
- Assist customers on the showroom floor
- Direct customer opportunities to the Sales Manager
- Maintain the appearance and organization of the customer transaction counter
- Assist in the maintenance of the showroom through cleaning, organizing, merchandising, and pricing as directed by management
- Maintain regular mailing campaigns
- Other tasks as assigned by management

### **Requirements of Position:**

- Excellent interpersonal skills are required for daily customer contact
- Professional appearance
- Ability to operate a computer
- Good communication skills
- Excellent organization skills
- Excellent telephone etiquette
- Strong sales skills – showroom and telephone
- High energy level
- Able to lift 50 pounds
- Must be capable of standing for extended periods of time

### **Pre-Employment:**

- Successful reference checks and verification
- Must be able to pass a drug screen
- Must be able to pass a criminal background investigation