

Customer Service Representative

This position is primarily responsible for supervising the Customer Service Representatives as well as assisting the staff with product questions, order inquiries, and other customer related inquiries. Works as a team with manager/supervisors to ensure quality customer service is given to our customers by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Supervises the staff of Customer Service Representatives (CSR)
- Train and develop staff-answer CSR questions regarding inquiries, products and difficult calls-coach to best practices
- Ensure CSRs understand and comply with all policies, performance standards, and company objectives
- Identify operational issue and suggest improvement
- Reviews data to ensure productivity and identify potential problems
- Monitors individual, team and call center results to identify and act on both positive and negative performance trends to ensure attainment of revenue goals and performance targets.
- Handles escalated calls, e-mails and chats from customers.
- Monitors service calls to observe employee demeanor, technical accuracy and conformity to company policies.
- Provides communication and follow up to ensure representatives are fully informed of all new information related to products, procedures, customer needs and company related issues, changes or actions.
- Contacting customers in response to survey
- Monitor call-off line and phone queue to ensure proper coverage throughout the day.
- Prepare reports and analyze data on daily, weekly, monthly, quarterly, and yearly basis.
- Contribute to building a positive team environment and keeping morale high-maintains harmony among workers and resolves grievances
- Responsible for working days, nights, and weekends with the potential of midnight hours monthly
- Work with CSRs, co-workers, and management to support and maximize customer satisfaction
- Project work as assigned.
- Places orders via phone (inbound, outbound and voicemail). Chats and emails during high call volumes.
 - Up-sells and cross-sells additional products.
 - Handles customer issues via mail, phone, e-mail, and chats.
 - Informs customers of any pertinent company policies.
 - Utilizes customer service skills to maintain the appropriate call length as well as the proper rapport with customers.
 - Researches answers for customers via the Mercola website, internet and the provided knowledge database.