



POSITION: Agent – Shared

DEPARTMENT: Operations

FLSA: Non-Exempt

REPORTS TO: Team Manager

APPROVAL:

DATE APPROVED: 01/01/05

GENERAL PURPOSE

The customer service agent is responsible for answering inbound calls in a professional and timely manner in accordance with the rules and procedures established by our clients and Taction. The agent will take orders for product and literature and may be required to provide customer service for designated clients by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Processes orders for material or merchandise received by mail, telephone, email, fax, chat or personally from company employees.

Accurately informs customer of prices, shipping date, anticipated delays and any additional information needed by customer.

Accurately, courteously and professionally obtains, enters and verifies all required customer information, credit card information and any required source/media codes.

Reads all scripts that are applicable to the call process to include up sells, daily specials, shipping information or donations.

Maintains knowledge of each and every client so that appropriate procedures are followed and to ensure that correct, up to date information is given to the customer.

Participates in on-going training and education sessions and attends all required staff meetings.

Maintains a clean and safe work environment at all times.

Excellent customer service skills and phone etiquette must be used at all times.

Uses learned sales techniques and follows sales / upsell procedures.

Conducts transactions that are accurate, on time and error free.

Is courteous and professional on every call.

Follows the schedule to maximize efficiency.

OTHER DUTIES AND RESPONSIBILITIES

Performs other related duties as required.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience

High School diploma or GED required. Prior customer service experience preferred. An equivalent combination of education and experience may be considered.

Knowledge, Skills and Abilities

Basic knowledge of the computer keyboard and ability to type efficiently are required. Basic grammar skills and proficiency in spelling are required. Ability to interact and collaborate with others in a team oriented environment is essential. Ability to stay focused in a changing environment. Excellent customer service skills with a proven ability to assist upset customers. Strong attention to detail skills. Ability to receive constructive criticism in a professional manner.

Language Skills

Ability to read, write and comprehend basic instructions, correspondence, and memos. Ability to clearly, concisely and effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Excellent phone etiquette is required.

Reasoning Abilities

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

SUPERVISION EXERCISED

None.

TOOLS AND EQUIPMENT USED

Computers, telephone and other general office equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; walk; stand; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee must occasionally lift and/or move up to 10 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in an office setting. The noise level in work environment may be loud.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.