## JOB DESCRIPTION

Customer Services Representative (US) – 6329 – Santa Clara, CA (Job ID – 3996124)

### Role Purpose:

Process orders and prepare correspondence to fulfill customer needs. Responsible for providing product, service, and transit information to the customer and act as a liaison to facilitate issue resolution.

### Key Accountabilities:

- Computer skills a must
- Able to work in a group, as well as alone
- Great problem solving skills as well.
- Resolve product or service problems
- Clarify the customer’s complaint
- Determine the cause of the problem
- Select and explain the best solution to solve the problems
- Expedite correction or adjustment
- Follow up to ensure resolution.
- Maintain customer records and update account information.
- Maintain financial accounts by processing customer adjustments.
- Prepare product or service reports by collecting and analyzing customer information.
- Assist with order and product management.

### REQUIRED EDUCATION

High School Diploma/GED
• High School Diploma or Equivalent

• 0-12 months of system, data entry or reporting experience

• 0-12 months of warehouse experience, preferred

Our Organization is an equal opportunity employer.