



Retail Service Representative

Retail Service Representative – Syntrio Service Area

- Maintain a positive, empathetic, and professional attitude toward customers at all times.
- Promptly respond to customer inquiries including, but not limited to billing, service, and technical questions.
- Processing orders, forms, applications, and requests.
- Ensure customer satisfaction and provide professional customer support. Following up with customers to ensure they're satisfied with products and services, or troubleshooting common issues with products and services.
- Increase customer retention by responding to escalated customer cancellation requests and fulfilling needs of those customers looking to cancel.
- Manage large amounts of incoming phone calls.
- Identify and assess customers' needs to achieve satisfaction.
- Provide accurate, valid, and complete information by using the right methods and tools.
- Build sustainable relationships and trust with customers through open and interactive communication.
- Handle customer complaints by providing appropriate solutions and alternatives within set time limits. Follow up to ensure resolution.
- Give detailed explanations of services or products
- Monitor customer satisfaction levels.
- Other duties as assigned.

Requirements

- Exceptional customer service skills
- Be a company advocate.
- Desire to succeed and grow.
- Excellent communications skills in person, on the phone, and in writing.
- Positive attitude and customer oriented.
- Organized and able to multitask.
- Goal Oriented.

Experience

- Previous experience in customer service.

Must pass pre-employment drug screening and background check.