



## Retail Service Representative

Are you a motivated and ambitious customer service professional seeking a career with a rapidly expanding company? We have an exciting opportunity for a Retail Service Representative at Syntrio. Join our team and enjoy fantastic employee benefits, a positive work environment, and supportive colleagues.

As a Retail Service Representative, you will be part of our front-line team assisting customers and ensuring customer satisfaction. In addition, you'll ensure smooth store operations and adhere to our company and retail policies and procedures.

### Key Responsibilities:

- Maintain a positive, empathetic, and professional attitude toward customers at all times.
- Respond promptly to customer inquiries including, but not limited to billing, service, and technical questions.
- Process orders, forms, applications, and requests.
- Ensure customer satisfaction and provide professional customer support including, but not limited to, ensuring that customers are satisfied with products or services, following up with clients or customers to check that they're still satisfied with any purchases, letting customers or clients know about additional products or services, and troubleshooting common issues with a product or service.
- Increase customer retention by responding to escalated customer cancellation request and fulfilling needs of existing customers that are at risk of cancelling services.
- Manage large amounts of incoming phone calls.
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Efficiently address customer issues, questions, and concerns in a timely manner, providing thorough follow-up.
- Provide detailed explanations of services or products.
- Monitor customer satisfaction levels.
- Complete training requirements and actively engage in team meetings and trainings.
- Other duties as assigned.

### Requirements:

- Excellent communication and grammar skills through in-person, writing and telephone.
- Understand the importance of high-quality customer service and possess a customer-first mindset in all customer interactions.
- Be outgoing, positive, and self-motivated to achieve sales and performance goals.
- Possess strong organizational skills and the ability to multi-tasks effectively.
- Work productively independently and in a team-oriented environment.
- Maintain a positive attitude and always encourage, respect, and assist your team members.

### Experience:

- Prior experience working in sales and customer service (preferred)