



JOB DESCRIPTION

Moore SC

Job Title:	Customer Solutions Rep.	Department:	Customer solutions/
Reports To:	Customer Service Supervisor	Job Type:	Hourly non-exempt

A. JOB OVERVIEW

This position serves as the point of contact between our customers and Meyco Products Inc. The right candidate will be an adaptable customer solutions rep. This position requires members to understand a customer's request, and communicate it with other departments as needed to assist the customer. The team member will handle answer incoming customer inquiries via phone and email. Team member will need to be able to work in a fast paced environment with little oversight. Provide accurate information to customers, providing requested information and working with other departments to offer alternative solutions if needed. Computer and communication skills are required to process quotes, orders, and other types of requests.

B. QUALIFICATIONS REQUIRED

- HS Diploma or equivalent is required; secondary education preferred
- Knowledge of Pool and / or Tent Industry is a plus
- 2 years or more related experience (administrative, customer service, sales)

C. CORE COMPETENCIES

- Excellent communication skills
- Can confidently navigate through multiple computer systems and tools in order to research, comprehend, and deliver solutions to the customer in real time.
- Effective time management ability including the capability to multitask, prioritize, organize, and balance a workload with limited supervision.
- A sense of professionalism shown by remaining positive, calm, and collected under pressure.
- Detail oriented and works with a high degree of accuracy
- Thrives in a team oriented environment and strives to help others succeed.
- Working knowledge of email, spreadsheets, Adobe Acrobat (PDF software) . Microsoft Office Apps; Excel, Word

D. KEY JOB RESPONSIBILITIES

- Use email and phones along with proprietary software to process all types of customer requests.
- Learn company policies and procedures to effectively resolve customer issues and provide answers to questions quickly and efficiently.

- Provide dedicated support to a select group of customers dedicating yourself to their needs and tracking all their issues.
- Support the entire department by providing assistance to sales representatives provide support to other staff and other departments in the organization.
- Effectively communicate with customers to ensure that we always provide excellent customer support and resolve all issues to the customer's satisfaction.
- Use proprietary and PDF software to document requests and issues.
- Use virtual terminal software to process credit card deposits and payments.
- Provide spreadsheet reporting as needed.

The above statement reflects the general details considered necessary to describe the principle functions of the job identified, and shall not be considered as the detailed description of all work required in the job.