



## Customer Service Associate (CSA)

**Reports To** Senior Manager of Customer Service  
**FLSA** Hourly, Non-Exempt - Full Time  
**City/State** Little Rock, AR

**Description** **GENERAL DESCRIPTION OF POSITION**

The Customer Service Associate (CSA) is an entry-level position within a fast paced, high-performance environment. The ideal candidate will have the ability to learn quickly, retain a large amount of information for future recall, be detailed oriented, service minded, emotionally intelligent and have the ability to serve internal and external customers with empathy and compassion. This is an important position as the Customer Service Team is the face of the company.

**Requirements** **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Answer incoming customer calls and emails to address/resolve questions, concerns & complaints, provide information, process orders. If needed, redirect to the appropriate department or individual to achieve timely customer resolution. ***Approximately 85% of work time will be spent on the phone interacting with customers.***
- Engage with customers in an inviting, friendly, positive, empathetic and professional manner to deliver exceptional experiences and nurture lasting relationships.
- Successfully manage a high volume incoming and outgoing communication from a variety of channels including phone, chat messages, postal mail, and email.
- Respond quickly, professionally and accurately to incoming customer inquiries within company defined parameters.
- Log all customer inquiries, relevant notes and follow-up communication to the appropriate system.
- Provide clerical and administrative support to other departments, internal stakeholders and executives.
- Receive and process postal mail and package deliveries.
- Maintain a physician presence at company headquarters
- Escalate questions and concerns to the appropriate leader when necessary.
- Assist with data hygiene. Activities include auditing data, managing bounced emails, searching online for information to supplement customer accounts, etc.
- Assist with virtual events held on a variety of platforms including Microsoft Teams and Zoom. Duties include scheduling, managing the event calendar, technical facilitation, testing and troubleshooting, training presenters and providing customer support to event attendees.
- Maintain client and product knowledge to ensure accurate information is provided to customers.
- Communicate and collaborate within the customer service team and across other departments to report customer feedback and trending issues to continuously improve sales, marketing, business practices and the overall customer experience.
- Provide feedback on the efficiency of the customer service process and make recommendations to streamline or enhance the process and overall customer experience.
- Successfully demonstrate company values and our customer service model.



## **EDUCATION, EXPERIENCE & SKILLS**

- High School Diploma, College degree preferred
- Minimum of three years in customer service experience with in a professional, in-bound call environment
- Demonstrated ability to successfully manage multiple phone lines simultaneously.
- Strong written and verbal communication skills
- Ability to convey warmth, friendliness and empathy in written and verbal communication with diverse populations
- Ability to document customer calls efficiently and with great detail.
- Must be patient, empathetic, emotionally intelligent and passionately communicative
- Must be reliable and timely within the business operating hours
- Skilled at multi-tasking with a high attention to detail
- Works well with others and helps foster a supportive work environment.
- While performing the duties of this job, employees are regularly required to sit, walk and stand, talk or hear, both in person and by telephone, use hands repetitively to handle or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds

## **SOFTWARE SKILLS REQUIRED**

- Proficient: Microsoft Word, Excel, Outlook, PowerPoint
- Intermediate: CRM/Contact Management

\* \* \*

## **EQUAL EMPLOYMENT OPPORTUNITY**

CGi is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit and business need.