



Roles and Responsibilities – Customer Care Specialist

Purpose

The **Customer Care Specialist** serves to provide the most positive customer care experience in the industry by answering and identifying customer inquiries; resolving problems; fulfilling requests; maintaining records and data.

Requirements

For the position of **Customer Care Specialist**, we seek strong leadership qualities and experience in the areas outlined above. The applicant should have a minimum of 6 months of successful call-center experience.

The ideal candidate will be self-motivated, adaptable and customer focused with a passion and commitment to excellence in the workplace. He / She must work effectively with individuals and groups with the goal of working to improve overall customer satisfaction.

If you can maintain calm under pressure, have a relaxed and compassionate nature and the ability to make each customer's need your main priority, then we urge you to apply. As a **Customer Care Specialist**, we require that you be a patient and receptive listener, that you are customer focused and have excellent skills in customer care including:

- Customer Service
- Listening
- Excellent Written and Verbal Communications
- Problem Solving and Negotiation
- Teamwork
- Processes Oriented
- Operational Excellence

Responsibilities

- Quickly identify customer requirements.

- Answers inquiries by clarifying desired information; researching, locating, and providing information.
- Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
- Promotes services and recognizes opportunities to expand the company's customer base through promotion of our products and being aware of promotional offers and discounts.
- Maintains call center database by entering information.
- Keeps equipment operational by following established procedures and reporting operational malfunctions.
- Updates job knowledge by participating in educational opportunities.
- Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.