1. Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
2. Planned schedules and workflows based on expected customer demands.
3. Coordinated responses for key accounts, using business acumen and attention to detail to balance company and customer demands.
4. Identified opportunities to streamline processes by targeting areas of inefficiency and implementing improvements.
5. Trained, oversaw and mentored new team members to strengthen performance and job expertise.
6. Conferred with customers about concerns with products or services to resolve problems and drive sales.
7. Conferred with senior management to handle and correct disciplinary or knowledge issues.
8. Helped operators handle incoming calls and managed escalated needs with targeted resolutions.
9. Strategically scheduled team members to maintain optimal staffing levels for expected customer loads.
10. Boosted team spirit and performance by communicating clear service expectations and quality goals to each team member.
11. Reviewed associate performance each [Timeframe] to identify training needs.
12. Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
13. Engaged clients in person and over phone to answer questions and address complaints.
14. Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
15. Maintained accurate and current customer account data with manual forms processing and digital information updates.
16. Collected customer feedback and made process changes to exceed customer satisfaction goals [Number]%.
17. Regularly exceeded daily sales and product add-on quotas.
18. Answered customer telephone calls promptly to avoid on-hold wait times.
19. Communicated with vendors regarding back order availability, future inventory and special orders.
20. Consulted with outside parties to resolve discrepancies and create effective solutions.