

Our Sunday Visitor

Date Posted: October 30, 2009

Job Title: Customer Service Representative - Bilingual

Job Summary:

The position is responsible for fielding incoming customer service calls and to make out-going calls as needed. Build relationships with customers for retention and growth. Up sell to customers in order to educate customers of products we offer and to increase sales.

Essential Job Functions (*=Non-essential tasks):

- Receive and make customer calls
- Develop a good working relationship with the parishes and dioceses
- Develop a good working relationship with other departments and members of the management team
- Ability to take and write up detailed orders
- Use the CRM to enter all calls, to schedule follow up calls and create cases and quotes when needed
- Process/Research all order requests
- Resolve customer problems or issues in a timely manner and make follow up calls on these
- Must be able to read, write and speak both English and Spanish fluently
- * Other duties as required

Requirements:

Experience:

- Proficient with Word and Excel
- Previous customer service or sales experience

Education:

- Associates degree in business or previous customer service experience preferred

Skills and Abilities:

- Excellent verbal and written communication
- Organized
- Detail oriented
- Ability to multi-task
- Self-starter
- Friendly

(The above statements describe the general nature and level of work being performed in this job. They are not intended to be an exhaustive list of all duties, and indeed additional responsibilities may be assigned, as required, by management).