

JOB POST NOTICE

JOB POST NUMBER: CCSR01212016
DATE POSTED: 1/21/2016
DATE TO BE REMOVED: 2/04/2016

The following position is now available:

JOB TITLE: Customer Service Representative
DEPARTMENT: Customer Service- Call Center- Scholastic & College
SUPERVISOR: Director of Service Center Operations
LOCATION: Indianapolis, Building #4719

JOB QUALIFICATIONS:

- High school diploma required, college degree desired or equivalent work experience.
- 1-2 years of experience in customer service with proven record in a high volume call center environment.
- Working knowledge of Microsoft products, Outlook email, internet and Interactive Intelligence.
- Strong communication, analytical and technical skills; with the ability to retain detailed information and/or instructions.
- Strong technical knowledge of order entry and order processing systems.
- Detail oriented with a background in problem solving skills and the ability to multi-task in a fast paced environment.
- Must possess the ability to navigate through multiple software and intranet sites to assist customers quickly and efficiently with a focus on providing excellent customer service.

JOB RESPONSIBILITIES:

- Provide proactive customer service to internal and external customers via phone, email and web inquiries.
- Resolve product or service problems that arise from customer inquiries including researching and resolving customer complaints to ensure customer retention and satisfaction.
- Meet/exceed all required call center goals and objectives to include all defined call statistics, objectives and excellent customer service.
- Take part in monthly monitoring and coaching sessions with call center management teams.
- Maintain up-to-date knowledge of all Herff Jones divisions and products by division and be able to discuss products in an informed manner with customers.
- Obtain a thorough understanding and working knowledge of the various Herff Jones customer service systems.
- Manage/process all customer orders and requests for various Herff Jones products and services.
- Assist customers with online order and questions.
- Update price sheets as it pertains to specific Herff Jones products.
- Coordinate completion of account information for order processing and manufacturing of division products, including order entry and follow up, when applicable.
- Assist in designing, printing and maintaining materials by division, when applicable.
- Assist billing departments with various projects when needed.
- Participate in professional development training and all refresher training as directed by call center management.
- Demonstrate the value proposition of Herff Jones products to both internal and external customers.
- Other projects and duties as assigned by service center management.
- Extended work hours possible, depending on project, volume and time of year (peak vs non-peak)

ALL QUALIFIED APPLICANTS WILL RECEIVE CONSIDERATION FOR THIS POSITION WITHOUT REGARD TO AGE, RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN OR ANCESTRY, VISUAL/NON-VISUAL DISABILITY, DISABLED VETERANS AND VETERANS OF THE VIETNAM ERA.

If you are interested in the above position and meet the qualifications of the position, please: 1) notify your supervisor, and 2) contact your local Human Resources Department for more information.