

CUSTOMER SERVICE/CALL CENTER POSITION AVAILABLE

We are looking for a professional, friendly, dependable person to fill a Customer Service Representative position in our Louisville KY location. Ideal candidate should possess excellent customer service/phone/communication skills, be a team player, well organized, and pay attention to accuracy and detail.

Inbound/Outbound Calls

Answer incoming calls from customers to take orders and service requests, answer inquiries and questions, handle complaints, and provide information. Interact by phone with customers to request meter readings, call on past due accounts and conduct follow-up.

Main Job Tasks and Responsibilities

- answer calls and respond to emails
- enter/process supply orders and service calls
- handle customer inquiries by phone and email
- manage and resolve customer complaints
- provide customers with product and service information
- update existing customer information
- identify and escalate priority issues
- route calls to appropriate resource
- follow up customer calls and respond to questions
- make collection calls on past due accounts
- assist manager with projects

Education and Experience

- minimum high school diploma or equivalent
- 2 years experience in a call center environment
- must have excellent computer skills in Microsoft Office Products
- good data entry and typing skills
- knowledge of customer service principles and practices

Key Competencies

- verbal and written communication skills
- listening skills
- customer service oriented
- organizational skills
- attention to detail
- professional in judgment

Hours 8:15 am – 5:00 pm Monday through Friday

If you feel you are a qualified candidate, please email resume and salary requirements to julie@langcompany.com or fax resume to Julie at 502-587-1377. www.langcompany.com EOE.