Tallassee - Wetumpka - Millbrook - Clanton

Job Title:	Customer Service Representative	Job Category:	
Department/Group:	Multitask among departments	Job Code/ Req#:	
Location:	Millbrook, Clanton, Wetumpka	Travel Required:	Some travel between locations
Level/Salary Range:	$7.25	Position Type:	[i.e.: full-time, part-time, job share, contract, intern]
HR Contact:		Date posted:	Nov. 4, 2011
Will Train Applicant(s):	Yes – Entry Level Position	Posting Expires:	
External posting URL:			
Internal posting URL:			

Applications Accepted By:

Fax or E-mail:	**Mail:**
(334-229-9403 or Employment@ComputerDoctorAlabama.com Subject Line: Employment	The Computer Doctor C/O Employment Dept. 7356 US Highway 231 Wetumpka, AL 36092

Job Description

Job Purpose:

Serves customers by providing product and service information; resolving product and service problems.

Duties:

- Attracts potential customers by answering product and service questions; suggesting information about other products and services.
- Opens customer accounts by recording account information.
- Maintains customer records by updating account information.
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Maintains financial accounts by processing customer adjustments.
- Recommends potential products or services to management by collecting customer information and analyzing customer needs.
- Prepares product or service reports by collecting and analyzing customer information.
- Contributes to team effort by accomplishing related results as needed.

Skills/Qualifications:

- Customer Service, Product Knowledge, Quality Focus, Problem Solving, Market Knowledge, Documentation Skills, Listening, Phone Skills, Resolving Conflict, Analyzing Information , Multi-tasking

Reviewed By:		Date:	
Approved By:		Date:	
Last Updated By:		Date/Time:	