**Customer Service Representative**

Job Title: Customer Service Representative

Work Schedule: Variable between the hours of 7:00 AM and 7:00 PM

Start Date: October 2012

Number of Employees Required: 1 full-time

Job Duties

* Answering incoming phone calls, emails and web inquires
* Presenting a professional and courteous demeanor to customers, team-mates, and departmental representatives
* Providing a high-level of customer satisfaction
* Responding to inquiries and determining the required service channel to resolve the customer issue
* Ability to ask probing question, navigate multiple computer applications, and empathize with the customer and service department)
* Researching solutions and filing service requests on customer’s behalf
* Fielding and resolving information requests, complains, and comments
* Operating a computer to input customer information and accessing pertinent computer systems.
* Initiate and forward service request for the City of Winston services (e.g. refuse pick-up, pothole repair, street maintenance, missed trash collections, water leaks, snow removal, street light repair, etc.) to the correct department
* Provide citizens with reference numbers of initiated service requests and work orders to allow for follow-up tracking
* Advice citizens of anticipated dates for completion of their requests
* Update team lead with current solutions to customer issues and provided by the City departments for use in the Call Center Knowledge Base
* Query systems for open service requests, and escalate requests in required action is past due without a resolution
* Close records and notify customer as appropriate
* Send appropriate forms to customers as requested

Skills Required:

* Previous experience working in a call center. Candidates should speak clearly, multi-task, and have experience in Microsoft Office and MS Windows software. Ability to navigate multiple computer applications while speaking on the telephone and entering complex information. Aptitude for problem-solving and conflict resolution. Must be committed to quality performance and excellent customer service.

Education:

* A Bachelor’s degree from an accredited college or university
* An Associate’s degree from an accredited college or university
* A four-year high school diploma or GED
* Experience equivalent to the descriptions cited above with at least 2 years professional experience

Dress Code: Business Casual