Customer Service Representative

Cleveland Sight Center

**Company Overview**

Cleveland Sight Center’s mission is to empower people with vision loss to realize their full potential, and to shape the community’s vision of that potential. We are constantly enhancing the breadth of our services and the sense of community to be a true partner for life for our clients and their families and caregivers.

The heart of our services is EDUCATION, EMPLOYMENT, and EMPOWERMENT. These form a continuum that underlies all that we do to help our clients achieve the independence to which they strive.

Through our commitment to excellence and innovation we continue to be a national leader in the delivery of services to individuals with vision loss.

**Job Description**

Under the supervision of the Call Center Supervisor the Customer Service Representative must build customer relationships via the telephone and other communication mediums in a dynamic fast paced environment through the delivery of excellent customer service and product knowledge to both internal and external customers. Provide professional customer service and product consultation on interactions with customers, peers, management, partners, and other agency departments.

**Responsibilities**

* Provide excellent customer service to customers and partners with a high degree of product and service knowledge.
* Serve customers through a variety of methods including by not limited to: in-person, by phone, through e-mails, in writing, web-forms, and using chat.
* Process orders, respond to inquiries and questions, handle complaints, troubleshoot problems and provide information according to procedure.
* Meet specific standards and goals of Call Center management and grant/government contract, which may be ever changing.
* Perform other relevant duties as assigned.

**Skills and Experience**

* Ability to interact with customers with respect and consideration to their needs in addition to dealing with disgruntled customers.
* Ability to work a schedule which may include nights, weekends, and holidays (Contact Center open year-round).
* Ability to accept constructive feedback and adapt accordingly to the needs of the position.
* Ability to perform data entry and desktop navigation while interacting with customers.
* Able to consistently learn and demonstrate knowledge of products and services that will be supported.

**Education Requirements**

High school diploma or equivalent. Customer service or equivalent training is preferred. Use of assistive technology (JAWS and/or Magic) desirable. Bilingual a plus

**Diversity and Inclusion Statement**

The Cleveland Sight Center is committed to values of diversity and inclusion in order to create a climate of respect that is supportive to everyone’s individual success. We take a step beyond simple legal compliance in the recruiting process and employment tenure. We strive to provide an environment favorable to the all regardless of age, sex, race, color, national origin, religion, sexual orientation, gender expression, or disability. We recognize that the responsibility for diversity and inclusion lies with all of us at the agency: leadership, administration, staff and volunteers.