

# AQUASCAPE, INC.

## Job Description



<b>Job Title:</b>	Customer Care Representative		
<b>Department:</b>	Sales	<b>Reports to:</b>	Customer Care Supervisor
<b>Type of position:</b>	Salary	<b>FLSA Status:</b>	Exempt
<p>The Customer Care Representative is responsible for providing world-class service; explaining the company's product offering, recommending product, entering orders, and resolving internal and external customer problems and complaints via the phone, fax, or email.</p>			
<b>ESSENTIAL DUTIES AND RESPONSIBILITIES</b>			
<ul style="list-style-type: none"><li>• Order entry</li><li>• Process orders and returns which are received by phone, fax and mail</li><li>• Exercise discretion and independent judgement to resolve customer service issues</li><li>• Record notes on customer interactions in the CRM</li><li>• Act as customer advocate by notifying supervisor, and/or appropriate departments of service or product issues</li><li>• Conduct outbound call campaigns, as assigned</li><li>• Build and maintain solid customer relationships by providing world-class customer support via email and telephone</li><li>• Respond to customer questions and concerns with speed and professionalism</li><li>• Answer technical questions to assist customers in selecting the correct product</li><li>• Promote sales by suggesting additional merchandise</li><li>• Promote monthly specials or product-promotions and upsell based on customer needs</li><li>• Maintain and promote customer satisfaction and rapport by researching and resolving customer problems, issues, and complaints</li><li>• Partner with the sales team to meet and exceed customer's service expectations</li><li>• Work collaboratively to build and maintain productive working relationships across departments to make sure customer needs are met and inquiries are resolved</li></ul>			
<b>OTHER DUTIES AND RESPONSIBILITIES</b>			
<ul style="list-style-type: none"><li>• Participation in company events, including but not limited to Pondemonium, Water Garden Weekend, Aquascape Academy, and various tradeshow as assigned</li><li>• Complete other assignments and projects as assigned</li></ul>			
<b>REQUIRED EDUCATION/EXPERIENCE/PROFICIENCIES</b>			
<ul style="list-style-type: none"><li>• 1-2 years of experience in a call center environment</li><li>• Exceptional customer service skills</li><li>• Highly dependable</li><li>• Strong communication skills, both written and verbal</li><li>• Demonstrable data entry skills</li><li>• Working knowledge of Microsoft Office including Word, Excel and Outlook</li><li>• Ability to work in a fast-paced, evolving business environment and meet deadlines</li></ul>			
<b>PREFERRED EDUCATION/EXPERIENCE/PROFICIENCIES</b>			
<ul style="list-style-type: none"><li>• Basic knowledge of pond industry a plus but not required, we will train</li><li>• Previous experience with Sales Force CRM</li></ul>			
<i>Job Description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the position</i>			