

AQUASCAPE, INC.

Job Description



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