
Job Description

Customer Service Associate –Level 1

Job Description:

We are seeking an organized, friendly and adaptive multi-tasker to join our growing team. Candidates should be able to assist management and customers by handling office tasks, providing polite and professional assistance via telephone and e-mail. In this role, you will interact directly with our customers and internal team to assist with account orders, billing, cancellations, and other queries. You must be detail oriented, proficient in MS Office (Excel, Word and Outlook), have CRM experience and excel at both verbal and written communications.

Duties Include:

Place outgoing phone calls to verify new orders and account information

Update account/client notes in the CRM system

Field incoming phone calls and respond to phone messages from customers

Resolve customer questions via phone or email

Cancel and upgrade accounts

Assist in placing customer orders

Billing updates and changes

Support Office Staff

Must be able to work weekends.

Minimum of 2-year degree and 3-5 years' experience preferred.

2nd language skills particularly Spanish is a plus.

Salary: Based on experience

Job Type: Full-time

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Salary: \$16.00 to \$18.00 /hour