



# Customer Service Representative

## Requirements:

Learn to identify customer needs or desires in order to recommend the appropriate product or service.

Learn about the products inside and out to be able to answer any questions from customers.

Be able to process orders, follow ups and other requests

Build sustainable relationships of trust through open and interactive communication

Generate sales leads

Meet sales targets

Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution

## Requirements:

Communication skills like a pleasant demeanor and ability to work with multiple personalities

Patience to be able to stay calm in an intense environment

Strong organizational skills to be able to keep up with various customer needs and conduct follow-ups in a timely manner

Strong phone contact handling skills and active listening

Ability to multi-task, prioritize and manage time effectively

High school diploma or equivalent; college degree preferred

**Apply:** [2137@fastsigns.com](mailto:2137@fastsigns.com)