



Job title	<i>Customer Support Representative</i>
Reports to	<i>Customer Service Manager</i>

Job purpose

Primary responsibility is to provide effective customer service for all customers by utilizing exceptional, in-depth knowledge of AAkron Rule company products and processes as well as team members within the Customer Service Department and beyond.

Duties and responsibilities

- Provide timely and accurate information to incoming customer order status and product knowledge requests.
- Process customer order/ changes according to established department policies and procedures (document them in tracking notes).
- Provide timely feedback to the company regarding service failures or customer concerns.
- Confer with customer via telephone and/email to provide information about products or services, cancel orders, or to obtain details of complaints.
- Keep records of customer interactions, record details of inquiries, or comments, as well as actions taken (document them in tracking notes).
- Work with Sales to ensure that customer expectations are exceeded.
- Perform other related duties as assigned

Qualifications

- High School Diploma or equivalent
- 1- 3 years Customer Service experience
- Knowledge of Microsoft Word, Outlook and Excel.
- Must be able to communicate with customers while sounding clear and professional.
- Ability to multi task.