

Position Title: Customer Service Assistant

Compensation Range: \$13.00/hr with the potential for bonuses and performance incentives

Benefits: Available upon eligibility

Non-Exempt Position - hourly

Position Summary:

This position provides customers with excellent communication, patience and a willingness to exhaust every possibility to assist with the issue at hand. In this position, it is imperative to be able to multi-task while remaining focused on the issue and building a rapport with the customer. Being able to understand the issue presented, walk the customer through troubleshooting ultimately resulting in a solution and build/retain knowledge regarding veterinary equipment.

Essential Job Functions:

- Know how to prioritize tasks on a daily basis. This includes incorporating sporadic and unexpected issues clients may call to have resolved
- Learn and understand veterinary equipment and its function
- Being able to walk client through troubleshooting with patience and understanding
- Answering, screening, and directing inbound calls for the sales and support staff
- Be an integral part of a team while working independently to resolve CSO's
- Special projects and/or tasks as required
- Position description will get more detailed as employee gains knowledge

Essential Job Requirements:

Education: High School Diploma

Experience: 1-2 years of customer experience

Required Skills:

Data entry, excellent verbal and writing skills, excellent listening skills, attention to detail, customer focus, professionalism, proficient in using Microsoft Office suite, ability to manage multiple projects at once, flexible and able to effectively deal with changes in business needs as they arise, an "I can do it" and team player attitude, friendly and engaging personality, confident phone manner.

Preferred Skills:

Previous customer service experience and base knowledge of medical or veterinary equipment

Physical Requirements:

- Sitting for long periods of time in front of computer, standing, stooping, and potential lifting up to 15lbs
- Long periods of time on the phone