

Remote Customer Service Representative (RCSR)			
Organizational Unit	Call Center	HR Approved	
Reports to	Call Center Supervisor	FLSA	Non-Exempt
Direct Reports	None		

ROLE:

This position is responsible for receiving and processing customer orders by telephone and ensuring all customer requests are handled in a prompt, efficient, courteous and professional manner. The CSR will process all customer orders in accordance with the established company standards and procedures. As one of the primary points of contact with the customer, the CSR’s responsibility is to make a concerted effort to listen to the customer’s needs and provide them with a positive experience. In addition to this primary duty, the CSR will be cross trained in the other positions within the department and when needed, will be asked to perform these functions as well.

TASKS AND RESPONSIBILITIES:

- Productivity: Be able to handle an average of 13 customer interactions per hour. This includes incoming and outgoing calls, with incoming as the first priority.
- Provide prompt, accurate and courteous responses to customers by being genuine, caring and engaging.
- Solve routine and complex problems (Contact supervisor immediately for problems unable to solve)
- Answer incoming customer service orders as soon as possible
- Display active listening and superior customer service skills for both external & internal customers.
- Display the ability to enter orders manually via our fax process.
- Navigate seamlessly through the Trident Call Center (TCC) application system.
- Display the ability to operate the phone system effectively.
- Adhere to work schedule.
- Maintain a secure and quiet atmosphere free of disruption for managing calls.
- Advise Supervisor and/or Manager of situations which could affect the success of the Trident Remote Employee or the Trident Remote Employee program.
- Other duties as assigned.

SKILLS/EXPERIENCE:

- Ability to work independently and as a team
- Ability to self-manage in a remote/home office environment
- Ability to communicate effectively through electronic means including Skype and Web based meetings
- Strong computer skills, including Microsoft office suite (Outlook, Word, & Excel)
- Strong customer service skills
- Solid communication skills (including verbal, written and listening skills)
- Solid problem solving and decision-making abilities
- Results oriented and goal driven
- Strong ethics, integrity and accountability

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

WORK ENVIRONMENT:

Standard home office environment. Per Trident Work from Home Policy, employee is responsible for providing high speed internet access, electricity and home office space/equipment.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

TRAVEL:

Limited local travel may be required if/when needed.

ATTESTATION

Printed Name: _____

Signature: _____

Date: _____