

Client Service Representative

Water Doctors is looking for an upbeat, skilled problem solver to join our team as a Client Service Representative. We need an enthusiastic individual who thrives in a fast-paced environment, who can listen to clients provide good verbal and written communication and be a champion of the Water Doctors brand.

Responsibilities

- Assist with answering incoming calls, website and email inquiries in a prompt manner
- Building strong sustainable relationships and trust with clients through open and interactive communication
- Responsible for maintaining a high level of professionalism with clients and working to establish a positive rapport with every client
- Strong computer skills; responsible for updating client information in the service database during and after each call
- Willing to dig in, take initiative to problem solve and offer solutions
- Knowledge on products and company offerings and staying abreast changes
- Provide feedback on the efficiency of the customer service process and opportunities for improvement
- Meet personal/customer service team sales targets and call handling quotas
- Keep records of customer interactions, process clients' accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage clients
- Able to multi-task, prioritize, and manage time effectively