

# United States Jobs Expertini®

## Customer Service Representative

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Company: BAY SCAPES INC

Location: San Jose

Category: office-and-Administrative-support

We are hiring a customer service representative to manage customer queries and complaints. You will also be asked to process orders, modifications, and escalate complaints across a number of communication channels. To do well in this role you need to be able to remain calm when customers are frustrated and have experience working with computers.

**RESPONSIBILITIES:** Maintaining a positive, empathetic, and professional attitude toward customers at all times. Responding promptly to customer inquiries. Communicating with customers through various channels. Acknowledging and resolving customer complaints. Processing orders, forms, applications, and requests. Keeping records of customer interactions, transactions, comments, and complaints. Communicating and coordinating with colleagues as necessary. Providing feedback on the efficiency of the customer service process. Ensure customer satisfaction and provide professional customer support. **REQUIREMENTS:** High school diploma, general education degree, or equivalent. Ability to stay calm when customers are stressed or upset. Comfortable using computers. Experience working with customer support.

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