

**JOB POSTING DETAILS**

<b>Employer</b>	J&L Lawncare Ltd. (Weedman)	<b>Job Type</b>	RI
<b>Job Title</b>	Office Admin	<b>Duration</b>	Part Time to Start
<b>Job ID</b>	11601	<b>Location</b>	Sault Ste. Marie
<b>Date Posted</b>	October 18, 2021	<b>Closing Date</b>	November 1, 2021

**Job Overview - Description & Duties**

## Position Summary:

The Customer Service Representative is responsible for providing exceptional customer service for all inbound customer calls. The representative will address all customer questions and complaints with the goal of retaining the customer.

## Duties and Responsibilities:

- Provide top notch customer service to potential or existing customers
- Address and resolve all customer questions and complaints within a timely manner
- Liaise with various departments to ensure that customer inquiries are directed to the appropriate department and personnel
- Answer allotted calls in a high volume, fast paced environment
- Up-sell services to the customer once the question or issue has been resolved
- Obtain at least one customer referral per week
- Perform A/R duties as required
- Perform data entry and administrative tasks
- Perform other related duties and responsibilities as required to meet the goals of the department.

**Required Skills**

- A minimum of 6 months of customer service experience (in a call center or retail environment)
- Previous experience in sales an asset but not required
- High school diploma
- Strong interpersonal, verbal and written communication skills
- Excellent time management, organizational and multi-tasking skills
- Basic knowledge of MS Office

**Other Requirements**

NA

**How to Apply**

Please send your resumes to: Jackie at weedmanssm@hotmail.com