



Customer Service Representative

Job Description

Department: Customer Relations

Reports to: CSR Manager

Who we are

LaGwana is a creative services company based on Christian principles. As such, we aim to grow and empower our employees, serve our local community, and fairly serve our customers.

Job Role Summary

Customer Service Representatives (CSRs) serve as an advocate for the customer to the company. This person thinks from the customer's point of view and presents this to the rest of the company. As an advocate for the customer, a CSR should actively listen to concerns and requests, and solve problems when they arise. CSRs must know how to react to various situations. This person collects detailed information from the customer, then organizes and presents it as needed to ensure the job flows through the processes seamlessly and customer is provided with the best possible service from LaGwana.

Key Responsibilities/Tasks

- Organizes information from the customer for LaGwana
- Handles various situations with ease
- Advocates for the customer and their interests
- Solves problems from the customer's point-of-view
- Actively listens to customer needs and expectations
- Manages large amounts of calls, walk-ins, faxes and emails
- Enters orders into the proper softwares
- Provides accurate information for production
- Brainstorms options with customers
- Asks questions to dig for answers with customers
- Reads between the lines to understand customer needs
- Follows up with customers
- Represents LaGwana culture to customers

Personal Skills/Qualities

- Customer service oriented
- Detail-oriented
- Handles interruptions well
- Thorough
- Friendly and approachable demeanor
- Good memory
- Active listener

Technical Skills/Knowledge

- Computer proficiency
- Basic proofing abilities
- Excellent phone and customer service etiquette

Work Environment

The work environment described here is representative of those that must be met by an employee to successfully perform essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

While performing the duties of this job, the employee is regularly required to effectively communicate through speaking, listening, and typing. The employee frequently is required to stand and walk as well as lift up to twenty pounds.

The main duties of this job are performed in an office setting. Overtime may be required on occasion.