



Job Description

Title: Stone Tile Connect, Customer Service Representative

Reports To: CSR Supervisor; Director of Corporate Development

Summary

The Stone Tile Connect Customer Service Representative (CSR) is required to provide a high level of customer service to Stone Tile International Inc. clients at all times while striving to achieve business targets through superior telephone and communications skills. The CSR will also be responsible for handling general inquiries, placing accurate orders, and referring escalated calls to the appropriate Representative. Integrity, vision, professionalism and passion are key components of this position and other duties may be assigned as necessary.

Job Duties

- Key contact responsible for handling client calls.
- Respond to customer service calls in a courteous and professional manner as per Company policies and management expectations.
- Assist customers with standard account-related requests.
- Investigate and troubleshoot customer service issues via telephone.
- Place client orders with accuracy.
- Defer client inquiries to appropriate members of the CSR Team. Strong collaboration and teaming required.
- Refer escalated customer calls to Customer Service Supervisor.
- Investigate and troubleshoot customer service issues via telephone.
- Appropriately communicate brand identity and corporate position.
- Provide information about Company products and services, charges and service conditions, and service availability.
- Update Sage Business Vision and other departmental tracking sheets with accurate messages and data regarding transactions.
- Conduct call-backs to ensure customer satisfaction, as necessary.
- Other duties may be assigned as required.

Requirements

- Secondary School Diploma required.
- 2-5 years' experience in Customer Service preferred.

Work Conditions

- Manual dexterity required to operate telephone, computer and peripherals.
- Interacts with employees, management and the public at large.
- Repetitive work.
- Overtime may be required.