

JOB TITLE **CUSTOMER SERVICE REPRESENTATIVE**
DEPARTMENT: **GRAINGER**
LOCATION: **ALABASTER BRANCH**

Our Customer Service Representatives' responsibilities are to support customer's needs. This includes:

- Order Entry
- Providing introductory information to customers
- Following up with customers to check that they're still satisfied with any purchases
- Letting customers or clients know about additional products or services
- Determining the quickest, most effective ways to answer a client's or customer's questions
- Escalating queries and concerns
- Troubleshooting common issues with a product or service
- Working with a Dedicated Team of CSRs and other departments to find appropriate solutions

REQUIREMENTS

The job is fast paced, so data entry and comprehension are key components.

- Proven history of data entry skills and experience in Excel
- Proficient in use of computers and common office equipment
- Knowledge in Microsoft office and windows-based applications
- Good verbal and written communication skills
- Must have a professional telephone manner with the ability to maintain composure and remain pleasant under high pressure situations
- Ability to answers phone calls and responds to all customer inquiries regarding delivery
- Ability to effectively present information and respond to questions from managers and sales staff
- Must be able to work well in a team-oriented environment as well as independently
- Excellent time management skills

To apply for this position, please email your resume to
hr@diversifiedsupply.com