Title: Customer Service Specialist

Division: HQ - Headquarters Region/State: VA - Richmond

Reports to: Office Manager Classification: Non-Exempt

# Job Summary

The Customer Service Specialist (CSS)is a liaison who provides customers with information regarding our Company’s products and services. The CSS receives customer inquiries. provides necessary information, resolves issues, and routes concerns to the appropriate person for resolution. This role interacts across all customer types, regions, and departments. This role requires a person to have in-depth knowledge of the Company products and services to efficiently and accurately identify and resolve customer needs. This role is accountable for processing all requests for washer/dryer deliveries, installations, and pickups to ensure we meet Next Day service levels. The CSS represents Automatic Leasing to all customers and must demonstrate strong interpersonal and professional skills.

# Responsibilities

Customer Service Operations

Receives and manages a high volume of customer inquiries via phone, email, website, etc.; answers all calls promptly and politely

Identifies and assesses customers’ needs by asking appropriate questions and actively listening to their concerns

Accurately records all requests for washer/dryer deliveries, installations, repair requests, and pickups in appropriate systems

Builds rapport and develops relationships with customers; maintains a calm and professional demeanor, especially with upset customers

Provides accurate, timely and complete information to customers and to teams using Company systems and tools; closes previous days’ calls; ensures all requests are ready to enable Next Day service

Handles customer complaints; investigates on customer’s behalf, solves issues within own limitations or ensures appropriate person is informed about the complaint; follows-up to ensure customers’ needs are addressed

Manages customer information; sets up new customer accounts, closes accounts, informs affected teams of new or closed accounts (i.e. collectors, Laundry Install teams, billing team, sales team, etc.); reviews inactive accounts to insure accurate billing; updates account information

Processes customer refunds

Support Driver/Installers with ‘Office Phone’; helps them resolve issues while in the field

Manages direct leasing accounts, processes applications quickly and accurately

Administrative Support

Accurately maintains files includes scanning and filing paperwork received from other offices; ensures files are complete and accurate

Organizes and manages warranty claims information and files; supports inventory control administration

Monthly reports – runs, produces, and distributes to appropriate teams (billing, Laundry commissions, credit card reports, incentives, etc.)

Prepares invoices, enters GSC adjustments; processes refunds, as needed

Maintains/monitors office supplies, uniforms, and other general office organizational and administrative needs

Executes daily open/close activities; writes letters and prepares labels and cards

Improves processes to increase efficiency

# Qualifications and Skills

High school degree or equivalent; Able to pass drug test/background check

Proficient in office systems and tools; Microsoft Word, Excel, PowerPoint, Outlook, and Access

Exceptional interpersonal and customer service skills

Strong organizational skills; can multi-task and prioritize daily work; effectively manages time

Demonstrates critical thinking/problem solving capabilities; asks good questions; gains clarity on requests

Excellent verbal and written communication skills; fluency in Spanish is highly desired but not required

Reliable - Pays attention to detail; follows through on all paperwork and assignments; concerned with quality; well organized, consistently follows Company processes and procedures; punctual; strong attendance to ensure customer needs are met

Resourceful - Able to work independently, actively seeks solutions to overcome obstacles and issues, actively learns new skills

Proactive – Demonstrates a strong work ethic and high energy-level; takes initiative to improve operations

Flexible and Team-oriented – friendly towards others, willing to go the extra mile to support the team and the customer, easily adjusts to daily changes; collaborative

Customer-focused attitude and approach to work; aims to satisfy customers, vendors, and teammates