

## JD For Customer Service Assistant

Job Title: Customer Service Assistant

Company: [Company Name]

Location: [City, State]

### Job Description:

We are seeking a highly motivated Customer Service Assistant to join our team. The successful candidate will be responsible for providing excellent customer service to our clients and assisting with daily operational tasks. The ideal candidate should have excellent communication skills, be able to work in a fast-paced environment, and possess strong attention to detail.

### Key Responsibilities:

- Responding to customer inquiries via phone, email, and in-person.
- Handling and resolving customer complaints and issues.
- Processing orders and returns.
- Assisting with inventory management and restocking.
- Maintaining accurate customer records in our CRM system.
- Providing administrative support to the customer service team.
- Continuously improving customer service processes and procedures.

### Technical Competency Requirements:

- Proficiently operates Microsoft Office and CRM software with ease.
- Communicates effectively in writing and verbally.
- Quickly learns and adapts to new technologies.
- Implements customer service best practices and procedures.
- Troubleshoots software platforms with ease.
- Executes tasks on e-commerce and online ordering platforms with accuracy.

### Behavioral Competency Requirements:

- Demonstrates strong attention to detail in all tasks performed.
- Prioritizes and multi-tasks effectively, meeting deadlines.
- Effectively solves problems with a logical approach.
- Remains calm and professional when handling pressure.
- Approaches tasks with a positive attitude and eagerness to learn.

- Works effectively both independently and in a team.

## Qualifications:

- High school diploma or equivalent; associate's or bachelor's degree preferred.
- 1-2 years of experience in a customer service or administrative role.
- Experience in e-commerce or retail environments preferred.
- Strong communication and interpersonal skills.
- Ability to work a flexible schedule, including weekends and evenings as needed.