



Customer Service Representative Job Description

Description

Contegix Customer Service and Sales Support Representatives are central to the Contegix customer service experience and to the sales functions of the company. Although directly accountable to the Sales Associates and Account Executives, Customer Service Representatives report directly to the VP of Business Development. The role of a Customer Service Representative is to positively influence all customer experiences with the company. Customer Reps must be able to jump into any customer interaction to enact positive results. This may include the auditing of support issues to determine how Contegix could have better served the customer, investigating billing issues to find answers that fall beyond the scope of the billing department, or answering general customer inquiries regarding Contegix's policies, procedures, and capabilities. Customer Advocates will assist Account Executives with general customer care issues in order to allow the Account Executives to focus on customer growth, relationship development and management. In addition to directly interacting with customers on service issues, Customer Service Representatives will provide support to sales personnel as well. In this function the Representatives will assist in writing change orders, executing and filing customer contracts, investigating billing and contract discrepancies, answering overflow phone calls, and following-up with existing customers to source new opportunities and to ensure customer on-boarding was executed smoothly.

General Responsibilities

Client Relationship

- Continually seek to more deeply understand our customers and the issues they face.
- Answer customer questions openly, honestly, and with sensitivity.
- Reach beyond departmental boundaries to find solutions and answers that may be outside of the scope of sales, support, operations, or billing.
- Always provide positive customer experiences, even under negative circumstances.
- Maintain customer contact, demographic, and industry information within the Contegix CRM.

Customer Care

- Quality customer service is a top priority. Respect for the customers, employees and all other stakeholders, coupled with professional and ethical behavior at all times is a requirement.
- Coordinate customer visits, on-site tours, and entertainment arrangements.



- Arrange customer service metrics surveying.

Account Management Support

- Work as a member of the account management team.
- Interact with account executives and management to identify customer care issues.
- Assist account executives with tasks required to maintain positive customer experiences.

Sales Support

- Work as a member of the sales team.
- Interact with sales associates and management to identify and improve sales process efficiencies.
- Assist sales associates with tasks required to maintain sales department effectiveness, including:
 - Investigating billing and contract discrepancies upon request.
 - Writing change orders and contracts, following standard formatting rules.
 - Answering overflow sales phone calls.
- Proactively follow-up with all new customers to make sure customer on-boarding experience was a positive one.
- As requested by sales associates, follow-up with existing customers to seek out additional leads or opportunities, or to educate the customers on new products, services, policies, or procedures.

Orientation

- Learn the business and its service offerings.
- Understand the critical aspects of Contegix's products and services and be able to communicate them intelligently to both clients and the management team.

Teamwork

- Build relationships with others in the company - including members of other departments to get results.
- Build relationships with customers as though Contegix were a member of the customer's internal IT team.

Job Requirements

Education and Experience

- Bachelor's degree Preferred.
- Customer service experience required.

Technical Abilities

- Familiarity with Linux and Open Source technologies a plus.



General Requirements

- Must have experience in customer service.
- Ability to have fun in a hectic environment and put customer needs first.
- Strong ability to learn new technologies quickly enough to make intelligent decisions.
- Outstanding problem solving and leadership skills
- **Excellent communication skills, both written and verbal.**
- Excellent organizational skills and ability to adapt easily.
- Ability to prioritize and work around deadlines.
- Ability to remain professional, confident and patient at all times.
- Must be a team player.
- Must be able to work effectively and contribute value with limited direction.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to walk and use hands to finger, handle, or feel. The employee is occasionally required to stand and reach with hands and arms. The employee must periodically lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.