



# Customer Service Rep

Thanks for applying to join Team Eagle!

As a Customer Service Rep, you are required to support the assigned region's Regional Managers and Business Development Managers in the daily sales operations, responding promptly to customer inquiries, and escalate customer complaints across several communication channels. You will report to Eagle's Sales Manager.

## Job Responsibilities

- Maintaining a positive, empathetic, and professional attitude toward customers always
- Processing region's orders, forms, applications, and requests
- Communicate with customers through various channels
- Resolve conflicts and provide solutions to customers in a timely manner
- Escalate customer issues to colleagues and management effectively
- Provide continuous feedback on the customer service process
- Ensure customer satisfaction and provide professional customer support
- Increase business opportunities with current region customer base

## Job Requirements

- BA/BS degree or equivalent
- 1+ years' sales experience
- Organized
- Strong communication and interpersonal skills
- Ability to stay calm when customer is stressed or upset
- Ability to multi-task, prioritize, and manage time effectively
- Knowledge of CRM software and MS Office (Word, Outlook, Power Point, Excel)

As an equal opportunity employer, we consider applicants for all positions without regard to race color, religion, creed, gender, national origin, age, disability, marital or veteran status, or any other legally protected status.