



Title: Customer Sales & Service Representative

Reports to: Contact Center Manager

Location: InkPixi-Grove City, PA

Job Summary

Customer Sales and Service representatives provide front line sales and service to customers via inbound telephone calls, chat and email. These agents are responsible for maintaining high standards of performance, sales and service levels. Customer Service Representatives help our customers by offering solutions, identifying opportunities while serving multiple customers at one time. This role is responsible for resolving needs (questions, concerns, transactional issues, etc.), engaging the customer and confidently recommending a solution within the span of InkPixi process and policies. This key position represents the voice and philosophy of Ink Pixi to its customers.

Essential Duties and Responsibilities

- Provide a consistently high level of quality customer service
- Navigate, lookup and enter orders into the customer order entry system
- Answer multiple chat queries simultaneously, while maintaining a focus on customer support
- Remain current with new customer sales and service procedures
- Maximize sales opportunities by offering customer upsells
- Meet and sustain minimum performance, attendance and other metrics

Knowledge /Skills/Abilities

- 1 to 2 years' experience in customer service, call center and sales or relevant experience
- GED or High School Diploma. Some College preferred.
- Demonstrates excellence in grammar and email etiquette
- Oral Communication Skills – Rate and clarity of speech, tone, inflection and grammar
- Ability to multitask and simultaneously navigate within multiple computer applications
- PC Skills – Prior experience with computers and/or data entry
 - Experienced internet user & Microsoft Excel, Word, PowerPoint
- Composure – Ability to work in high paced environment and competently service customers
- Adaptability – Ability to handle change in routine & available to accommodate flexible work hours
- Ability to work independently as well as being a team player
- Minimum of 25 wpm – while maintaining both grammatical and spelling accuracy
- The ability to solve problems while maintaining a positive attitude

Qualifications

- High school diploma or equivalent required
- Computer Knowledge and skills required

Physical Requirements:

This position is regularly required to sit at a desk/computer for extended periods and may require visibility on camera as needed.

Please note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. ***InkPixi is an Equal Opportunity Employer***