# Job Description

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| --- | --- | --- |
| Position Title | Department | Reports to |
| Customer Service Associate | Customer Service | Customer Service Manager |
| Employment Status | FLSA Status | Effective Date |
| [ ]  Temporary [x]  Full-Time [x]  Part-Time | [x]  Non-Exempt [ ]  Exempt | 06/01/2020 |

## Position Summary

The Customer Service Associate is responsible for interfacing with customers in both phone, e-mail and online chat interactions. The Customer Service Associate develops and maintains positive customer relations and coordinates with various functions within the company to ensure customer requests are handled appropriately and in a timely manner. The goal of the Kitty Poo Club is to manufacture and ship quality products, while providing excellent customer support….**since EVERY customer matters!**

## Essential Duties and Responsibilities

The essential functions include, but are not limited to the following:

* Portraying a positive company image and engaging in professional and friendly communications with customers
* Actively listening to customer needs and inquiries to determine appropriate service actions
* Assisting colleagues and other employees with administrative duties
* Referring any customer questions regarding products or services to the appropriate person
* Establishing and maintaining customer profiles and preparing claim forms
* Resolving customer problems, such as shipping or invoicing problems, etc.
* Informing customers of prices, shipping dates, anticipated delays and any additional information needed by customer
* Following-up on orders to ensure delivery by specified dates
* Performing other duties as assigned

## Minimum Qualifications (Knowledge, Skills, and Abilities)

* High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience
* Prior experience with the general public (customers) a plus; prior experience as a cashier a plus
* Excellent oral/written communication skills
* Excellent customer relationship skills
* Excellent organization skills
* Ability to multi-task
* Ability to work in a team environment and take direction from management and supervisors
* Ability to read and interpret documents such as procedure manuals, work instructions, software manuals; ability to write routine reports and correspondence
* Familiar with current systems used: Shopify, Recurly, HelpScout, Facebook, Instagram, FedEx, Shipstation, Basecamp

## Attributes of a Customer Service Associate

* Good working knowledge of Kitty Poo Club & its products/services
* Flexibility to change and a willingness to learn
* A good attitude – be positive!
* Good communication skills - both positive and kind
* Ability to work independently, but also work well with a team
* Good problem-solving and resolution skills

## Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

## Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

### Reviewed with employee by

### Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name (print): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### Received and accepted by

### Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name (print): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.