



Customer Service Coordinator

Leading Watch & Jewelry Company in Midtown New York, NY USA

Job Description:

Ensuring customer satisfaction through receiving, fulfilling and relaying customer requests to the appropriate channels in order to resolve customer issues.

This position will ensure customer satisfaction customer support and attention to customer needs.

BASE SALARY UP TO \$45K+ Bonus & Benefits

If interested, email your CV to Resumes@OmniChannelCareers.com

Skill Summary:

Experience:

- 1-3 years previous customer service experience, jewelry, watches, retail, sales or fashion experience a plus.

Other Skills:

- Communicate effectively both orally and in writing for the purpose of interaction with customers and report writing.
- Ability to identifying and resolving customer needs.
- Organization and Time Management skills.
- Telephone communication skills.

- Demonstrate an ability to thrive in a highly visible fast paced environment, managing multiple conflicting priorities.
- Strong quantitative and analytical problem solving skills.
- Dedication, goal oriented and ability to meet strict deadlines.

Level Responsibilities:

- Conforming to the corporate mission, vision and values.
- Meeting targets and goals set forth by the Customer Service Manager in most efficient and effective way.
- Reporting to Customer Service Manager the existing workloads, progress of assignments, priorities, risks and issues.
- Ensuring that documents and reports are entered correctly, efficiently and in a timely manner.

Departmental Responsibilities:

- Identifying customer needs and determining the correct way to resolve requests.
- Partner with Account Executives and Sales Representatives in order to increase customer satisfaction.
- Reporting customer requests, issues and resolutions to the Customer Service Manager.
- Updating customer records and entering customer orders.
- Creating RA's for customer memo returns and repairs.
- Data entry of RA's approved for stock balancing for sales team.
- Assisting customers with returns and representing the image of the brand to the customers.
- Gather information called in by prospects/leads and emails to sales team for follow up.
- Providing feedback to management on customer satisfaction, product quality, and program and campaign acceptance.

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