



Customer Success Representative

Every Child an Author

We are now hiring 3 full-time customer success representatives to join our growing team. As a representative you will be the voice of our company and be responsible for answering calls, text, and emails and ensuring the customer has a positive interaction. If you like to have fun and work in an atmosphere where you are valued, this may be the job for you!

Job duties:

- Answer incoming calls, text, chats, emails and assist customers with various questions and concerns
- Update customer records in our CRM system, including notes about interactions
- Troubleshooting common issues with a product or service
- Communicating and coordinating with other departments as necessary
- Determining the quickest, most effective ways to answer a client's or customer's questions
- Ensuring that customers are satisfied with products or service

Qualifications:

- Good/Excellent Computer Skills
- Ability to maintain composure under stressful conditions
- 1-year minimum experience in contact/call center
- Excellent written and verbal communication skills
- Type 50+ WPM
- High School Diploma

This opening is for our Topeka office. To apply, email mcolley@studenttreasures.com with your resume.

Studenttreasures.com

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