

Expectations for Customer Service Representative

Background

I own and operate an organization that helps people cope and deal with serious psychiatric illnesses like bipolar disorder, borderline personality disorder, and schizophrenia. The vast majority of people I interact with are caregivers or supporters of people with mental illnesses.

The good news is that my organization has grown *a lot*. The bad news is that there are so many projects going on that I have less time than I would like to spend on customer service issues.

To help handle this workload and to ensure that my customers continue to receive the quality service they deserve, I am looking to hire a virtual customer service representative.

Type of Work

My vision is for the individual who fills this position to attend to all customer service issues and requests. He or she would process incoming orders and would likely need to handle credit card transactions. This person would also respond to customer inquiries via email or phone regarding issues such as order status, removal requests, or any other inquiries with regards to our products and services. This individual needs to be a “people person” who can interact with customers (even unhappy ones) politely, professionally, and with timeliness.

Are you right for this job?

Finding the right person for this job is **very** important to me. I am not taking this application/interview process lightly, so I ask that you don't either. For your own sake and for mine, if you are missing any of the traits outlined in this document or in the job description, please do not apply.

I'm looking for a person who demonstrates the following:

- Sound attention to detail
- Easily accessible 7 days a week (via email or phone)
- Strong follow-up and follow-through proficiencies
- Strong problem-solving skills
- Moderate to strong assertiveness
- Ability to handle multiple tasks simultaneously
- Ability to handle difficult situations professionally
- Great listening and excellent note-taking skills
- Superb organizational skills
- Friendly, likeable, approachable personality
- Strong communication skills
- Professional, well-spoken, pleasant phone persona
- Desire to achieve, excel, and continuously improve
- Self-confidence, high energy, self-motivation, and quick thinking
- Ability to take ownership of issues and “do what it takes” to complete projects on time

- Solutions-orientated thinking
- Experience with relevant systems (Microsoft Outlook, Excel, Word; Internet Explorer and Firefox browsers)
- Quick learning capabilities
- Speedy response time to inquiries

Again, because we are very selective, if you are missing these traits, do not apply!

Expectations

Above all else, we **expect** professionalism, accessibility, and follow-through.

As stated earlier, we need a person who is easily accessible 7 days a week (via email or phone). We understand there will be times when you can't be reached right away, but we expect that you respond as quickly as possible after you receive the call or email. If you will not be accessible for long periods of time, we expect that you let us know that as soon as possible. We have to be able to count on you.

This is a work-from-home opportunity where you can set your own hours for the most part. You can work less on weekends, but it's important that you check your email often, even on the weekends. Unfortunately we cannot schedule for emergencies, and they may even happen overnight, but the minute you've been made aware of the situation—either by us or by our customers—we need you to be able to react or come up with a solution. We are not interested in working with a person who will not call us back when we need an answer.

We expect a person who is willing to grow with us. Our company has already experienced significant growth, and that growth could continue. Your job responsibilities could expand overtime, and we want someone who understands this point and is ready and eager for the challenge.

We expect a person who is tough. If you are hired for this job, occasionally you might have to deal with customers who are unhappy. You must be able to address the problem politely and professionally without taking what they say personally.

Some final thoughts on characteristics/proficiencies that will help you to succeed at this job:

- **A friendly, likeable, approachable personality.** We can teach you a lot, but we can't teach you this!).
- **Self-confidence and a well-spoken, pleasant phone persona.** Since you will be handling customer orders, inquiries, requests, etc., over the phone, this is a must.

Please indicate, by signing below, that you have read and understand the expectations for this position.

I _____, on _____ certify that I have
(name) (date)
 read and understand these expectations.