



To apply for this position, please email your resume to ken@tpionline.com.

Customer Service Representative - Job Description

Division/Department: Customer Service

Location: 2500 Maitland Center Parkway, Suite 230 | Maitland, FL 32751-4174

Reports To: Kim Sherrett - Account Sales/Customer Service Manager, 407-331-3888, ext. 217, kims@tpionline.com

Level/Grade: Entry Level

Type of Position: Full-time

Hours: M-F 9:00am – 6:00pm

Compensation/Benefits: Hourly starting range is \$8.50 - \$11.00 per hour. The position comes with the following benefits - Health Insurance*, Vacation Pay, Sick Pay, Personal Pay, and Full Discount Travel Benefits with IATAN ID Card. *TPI contributes flat amount towards total premium each month.

General Description: Responsible for inbound and outbound calls to and from our existing agent base to determine customer service levels. Responsible for qualifying, and channeling issues to the correct department. Responsible for follow-up.

Key Purpose of Job: To maintain and increase active hands-on approach with current agent base. To determine what their needs are so TPI may assist with the growth of their business. To provide unparalleled customer service to our agent base.

Key Tasks:

- Inbound calls from agents with concerns.
- Outbound calls to agents to determine current needs.
- Communication with all departments and department heads regarding any reported customer service issues.
- Follow-thru with each open issue to assist with satisfactory solution.
- Maintain call log for follow up.
- Organize by case file so TPI can track issues and concerns for future reference.
- Report all issues requiring Senior Management decision/intervention to Director for resolution/presentation.

Requirements – Education (minimum):

- High School or equivalent.

Requirements – Computer Skills:

- Possess a strong working knowledge Microsoft Office Suite including Internet Explorer, Outlook, Word, Power Point and Excel.
- Possess the ability to use a Contact Management System like ACT or similar.

Requirements – People Skills/Other:

- Excellent communication skills at all levels including excellent listening skills.
- Ability to express oneself in writing.
- Read and write English in order to understand and interpret written procedures.
- Possess strong customer service skills and be able to work in a dynamic team environment.

Reviewed By:

Notes: