



Location: Corporate Team

Position: Customer Experience Representative

Reports to: CEO/Founder

We are a premier swim school looking for an enthusiastic person who can help with our mission of saving lives. Customer Experience Representatives are responsible for enrolling and retaining customers through incoming phone calls, emails and follow up calls on leads. Your measure of success is how many lives you help to save this year! Those with family and child experience are well suited for this role.

Responsibilities:

- Engage directly with customers either by telephone, electronically or face to face
- Respond promptly to customer inquiries
- Handle and resolve customer complaints
- Obtain and evaluate all relevant information to handle product and service inquiries
- Provide pricing and delivery information
- Set up new customer accounts
- Manage customers' accounts
- Keep records of customer interactions and transactions within Jackrabbit Class Management
- Follow up on customer interactions

Requirements:

- High School diploma or Bachelor's Degree
- 1-3 years of experience in Customer Service
- Effective working knowledge of Google Suite, Microsoft and willingness to learn company used platforms to promote best work practices
- Laptop and cell phone

Competencies - proven effectiveness in:

- Time Management
- Project Management
- Initiative
- Technical Capacity
- Organizational and Collaboration Skills
- Communication (excellent written and verbal communication skills)