

Customer Service Team Member

Muskegon

This position influences all aspects of the customer experience with a friendly, positive, and welcoming personality.

Primary Functions:

Courteous welcoming of all calls and guests with being able to promptly greet, direct, and answer inquiries; energy customers, rewards, and customer service calls. Coordinates and provides office support in Microsoft office programs, external/internal badges, guest internet access, scheduled meetings, events, store location information and security, mail and postage, vendor samples, SharePoint navigation, etc. General maintaining, ordering, cleaning, and basic upkeep of the front greeting area's and coffee room for optimum hospitable appearance and functions.

Secondary Functions:

Rewards database functions, Subway combo reports/Newsletters, Customer Surveys – SMG, Scrip/Gift card support, CC/debit lookups, HR Administration assistance, and various other appointed office administration tasks.

Qualifications:

Proficient Customer Service Skills with strong auditory (listening and verbal) and written communications. A passionate drive for striving to provide above and beyond customer service satisfaction with the ability to seek understanding, determine opportunities, and find resolution. Ability to maintain professional, polite, and courteous demeanor when handling challenging customer opportunities with accurate records of calls and visits. Seeking growth in the position long term to further develop customer service and ongoing training development as a team member to build rapport with Wesco's established policies and procedures. Customer service experience and background is required. Knowledge of Wesco's policies and procedures preferred but not required.

Ability to be flexible to provide the Customer Service coverage needed between the hours of 8:00 am to 5:00 pm, Monday through Friday.