



Customer Service Representative

Relevant Work Experience: 3+ years experience in a customer service role

Education Level: High school diploma

Job Description

Provide exceptional customer service with each and every customer. Be a team player at all times.

Job Responsibilities:

- Answer phones and respond to customer requests
- Enter all customer information in computer system accurately
- Check on and update customer information when customer calls
- Ensure policies are communicated to client each time, and ensure they are being followed
- Enter customer transaction in computer system confirm order details with customer
- Provide customers with up to date product and service information
- Transfer customer calls to appropriate staff
- Identify, research, and resolve customer issues
- Escalate issues through the proper channels when needed
- Follow-up on customer inquiries not immediately resolved and get back to customer within 24 hours
- Update customer notes for every call with accuracy and care
- Recognize, document and alert the supervisor of trends in customer calls
- Recommend process improvements
- Assure proper documentation flow
- Keep up to date and know how to execute all new policies and procedures
- Check e-mails daily and respond to requests from co-workers
- Keep your voice mail messages up to date
- Be on time and ready to work when you arrive everyday
- Adhere to all Investment policies and procedures
- Ensure that all dealings are done with the level of professionalism as expected from all Kitco employees
- Abide by all personnel policies as outlined in the Kitco handbook
- Ensure the best customer service possible
- Communicate responsibly with supervisor as issues arise
- Other duties as assigned

Requirements:

- Basic understanding of business practices
- Strong customer service skills – at least 3 years experience

- Listening, validating and empathizing
- Dealing with angry or difficult customers
- Proven analytical ability
- Results oriented
- Good initiative
- Ability to work under pressure
- Computer literate with the ability to learn customer service software applications
- Strong keyboarding skills
- Strong time management skills
- Strong interpersonal skills
- Strong communication & organization skills
- Reliable
- Ability to adapt to change
- Positive attitude
- Willing to learn
- Team player
- Bilingual – English with French, Spanish or Mandarin
- Knowledge of investments a definite asset