**Role Required:** Customer Service Representative

**Reporting to:** Team Leader

**Job Status:** Permanent

***Job Purpose:***

* To undertake the Customer Service process within Panda Recycling ensuring that agreed service levels are achieved to customers at the best value.

***Role Context:***

* The Customer Service Representative will work as a vital part of the Customer Service team to act as a support to the customer as they transact their business with Panda.
* The CSR will ensure that in all interactions with customers – the service loop has been closed.

***Responsibilities***

* Answering incoming calls in a high volume inbound call centre
* Dealing with customer service queries/complaints and liaising with other departments to resolve issues.
* Process all customer related queries and requests in a timely and consistent manner
* An ability to accept ongoing training and be willing and able to be trained for new equipment, processes and operations.
* To be prepared to work in a flexible multi skilled environment
* Work as part of a team with a positive attitude
* Flexibility from your designated work patterns may be required from time to time

**Candidate Profile:**

* Excellent professional telephone manner and customer service skills
* Customer Focused
* Minimum one year experience in a Customer Care role
* Good organisational skills
* Excellent computer skills
* Ability to work in team environment
* Excellent people skills
* Commercial awareness
* Proven ability to perform and remain calm under pressure
* Flexibility – the ability to respond to different tasks in other areas of the working environment

**Essential Competencies:**

* ***Customer Service and Communication:***
  + Experience in communication with customers
  + Ability to communicate effectively - Oral & written
  + Ability to communicate effectively with different groups and individuals
  + Ability to follow specific processes and procedures
  + Demonstrates high level of customer satisfaction in previous position(s)
  + Experience on Process Managed Environment
  + Experience in communication with management throughout the company.

* ***Problem Solving Techniques:***
  + Ability to identify problems.
  + Ability to apply analytical and investigative skills to resolve customer issues.
  + Ability to handle challenging support situations.

* ***Personal Interaction:***
  + Ability to convey knowledge to others.
  + Ability to adapt to a changing environment.
  + Ability to think outside the box.