

CUSTOMER SUCCESS REPRESENTATIVE JOB DESCRIPTION

Position Title: Customer Success Representative	Date: November 28, 2022
FLSA Status: Non-Exempt	Reports To: Customer Success Supervisor

JOB SUMMARY

PSA Security Network is looking for a full-time, experienced, and talented Customer Service Representative to be an integral part of our support team (reporting to the Operations Manager). The CSR will impact the overall success of our company by serving as a cheerful liaison between our customers and vendors, maintaining top-notch relationships.

Because we strive to be the single most valued relationship with our customers, you will be highly appreciated and respected, as your work is imperative to our ongoing growth. If you are extremely detail-oriented, people-focused, solution-minded, have excellent verbal and written communication skills, and would like to make a long-term home in an established and well-respected organization, this could be an ideal fit.

PSA is the world's largest systems integrator cooperative made up of the most progressive security and audio-visual systems integrators in North America. Combined, PSA members boast over 400 branch locations, employ over 7,500 industry professionals and are responsible for over \$4.5 billion annually in security, fire, life safety and pro-audio-visual installations.

PSA's mission is to empower its owners to become the most successful systems integrators in the markets they serve. PSA brings this mission to life by partnering with industry-leading product and solution providers, delivering unparalleled education and training programs and offering a variety of distinctive services that can enhance any company's operations.

Essential Duties and Responsibilities

- Answer incoming calls
- Respond to customer emails, cases and faxes
- Troubleshoot and resolve customer issues
- Enter orders, ship dates, and order tracking information
- Act as liaison between customers and vendors
- Support customers in use of online pricing and ordering software
- Promotes sale of new or additional products or services.
- Handles complaints concerning billing or service rendered, referring complaints of service failures to designated departments for investigation
- Other duties as assigned.

Experience Requirements

- 2-3 years customer service experience
- At least one year of data entry/order entry experience
- Experience in security or insurance industries are a bonus (but not required)
- Authorization to work in the US
- High school diploma or GED
- Experience with NetSuite is a plus
- Fantastic listening skills
- Customer focus, verbal communication, problem solving people skills, strong computer proficiency and a good phone presence

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- Ability to learn quickly
 - Desire to provide quality customer service
 - Great organizational skills with the capacity to multitask in a fast-paced environment
 - Excellent communication skills, both verbal and written
 - Ability to work with little supervision
 - Dependable and responsible, with an excellent work ethic and team focus
 - Professional demeanor
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- Ability to learn from mistakes, and a love of taking on new challenges
 - Excellence at managing expectations and risks

Personal Characteristics

- Honesty and Integrity
- Ability to manage multiple priorities at one time
- Superior customer/client focus
- Ability to communicate in a professional manner with team members at all levels of the organization
- Ability to prioritize, organize and plan workload effectively
- Ability to learn quickly, multitask and perform under deadlines
- Must work well in a team environment and/or with little supervision
- Positive attitude and ability to work in fast-paced environment.

Position Type/Expected Hours of Work

Some flexibility in hours is allowed, but the employee must be available during the “core” work hours based on department needs.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Additional Information

This job description in no way states or implies that these are the only duties to be performed by the employee filling this position. Employee will be required to follow any other job-related instructions and to perform any other job-related duties requested by management. Management has the right to add to, revise, or delete information in this job description.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

Hourly Rate-\$20 per hour/non-exempt. Resumes can be sent to mchagolla@psasecurity.com

About Professional Security Alliance, Inc.

PSA is the world's largest systems integrator consortium made up of the most progressive security and audio-visual systems integrators. Combined, PSA members boasts over 400 branch locations, employ over 7,500 industry professionals and are responsible for over \$4.5 billion annually in security, fire, life safety and pro audio-visual installations. PSA operates on a cooperative basis for taxes.

The PSA Network elevates the industries we serve by providing owners and members exceptional education, networking, services and connections with technology partners. Be the rising tide!