

# Primori Global—Customer Service

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Austin, Texas

## **Job Description:**

We are looking for a customer-oriented, experienced and motivated Customer Service Representative to join our marketing team!

If you love helping people and are customer-centric, we want to meet you! As a Customer Service Representative you have to be able to put yourself in the customers' shoes and remain helpful, patient, positive and cheerful.

## **Duties and responsibilities:**

- Managing large volume of customer calls
- Stay friendly and helpful
- Resolve questions and service issues for customers via phone, email and text
- Accurately document customer interactions
- Determine opportunities for new sales
- Sell products to established customers through up-selling and cross-selling
- Resolve all inbound and outbound support requests per established guidelines.
- Identify and act as a company ambassador at all times
- Be professional

## **Requirements and qualifications:**

- High School Diploma or equivalent
- 4+ years of customer service experience
- Demonstrated ability to provide outstanding customer service
- Customer centric
- Result driven
- Focus on quality and attention to detail
- Good time-management skills
- Ability to multi-task
- Strong interpersonal and communication skills
- Critical-thinker and problem-solver
- Ability to work with minimal supervision