

Part-Time Customer Service Representative

Contact: NESTLE PURINA PETCARE COMPANY

Email: nestle_purina_petcare_company@countyjobs.careers

https://ak-kodiakisland.countybuyselltrade.com/jobs/part-time-customer-service-representative_taunton_82834

Address:

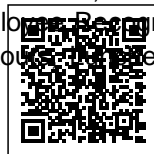
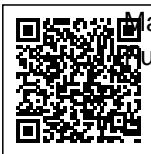
154 SW Oak St, Taunton

Price:

Check with seller

DetailsApplyAs the nation's leading bottled water company, Nestlé Waters North America Inc. is dedicated to providing customers with healthy hydration options. Alongside that, we are also committed to developing our people – enabling them to make the most of the many elements that help them to succeed. We are currently hiring Part-time Customer Service Representatives. The training class will be Part-time Monday – Friday from 9:30am – 2:00pm. Nestlé Waters' customer contact center is conveniently located on the Taunton/Raynham line, less than 30 minutes from Fall River and New Bedford. The Customer Service Representative (CSR) is a non-exempt role with pay starting at \$14.30 per hour and with the potential to earn monthly bonuses of up to \$250 based on achievement of key performance indicators. Key Responsibilities The primary role of a CSR is to provide customer assistance on a wide array of topics including, but not limited to: general inquiries, product and service inquiries, billing questions and other concerns. Therefore, candidates must demonstrate a fundamental commitment to providing a world-class customer service experience as follows: Service the Customer: Respond to incoming calls from existing residential and commercial clients with a goal of providing world-class customer service Diagnose customer needs and/or concerns Handle difficult customer calls in a courteous and professional manner Create and maintain a positive and professional connection with caller at all times Problem Resolution: Correctly enter information into our Customer Relationship Management (CRM) system according to the customer's needs and/or concerns Communicate company policies and provide creative approaches to resolve customer issues such as billing errors or service opportunities Display exceptional decision-making and problem solving capabilities to take immediate action on all calls Revenue Generation: Ability to assess customers' needs and satisfy them with recommendations from our healthy hydration portfolio Achieve monthly sales/product education goals Basic Qualifications: High school diploma or GED Minimum of 1 year previous customer service and/or call center experience Ability to thrive in a fast-paced environment Why Work at Nestlé Waters? As a CSR within our Raynham Call Center you may be eligible for the following benefits and company perks in our unique employee-focused, welcoming environment: Paid Vacation & Sick Time Potential \$250 monthly bonus 401(k)

Match & Save Profit Sharing Discount Monthly Employee Recognition Program Growth & Development Opportunities Health & Wellness Activities Fun & Amusing Learning Content Career Opportunities Cookouts Games and Contests Appreciation Events About Nestlé Waters: A team of four



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