

CUSTOMER SERVICE REPRESENTATIVE (ROSEVILLE, MN)

Exciting opportunity to grow with a quality company!

About Harmon AutoGlass: Harmon is a full-service glass company providing auto, home and business glass repair and replacement. Building on our strong reputation as industry experts, Harmon AutoGlass performs repair and replacement services on-site at 6 retail stores throughout Minnesota as well as through mobile service. Harmon AutoGlass is dedicated to differentiating ourselves in the marketplace through consistently providing outstanding customer service to all of our customers.

Primary Function: Customer Service Representatives interact with customers and others to provide information in response to inquiries about products and services. They also handle and resolve customer's complaints and concerns. All customer service is carried out with the highest level of customer care in a timely fashion and seeks to meet the needs of the customer and put them at ease.

Customer Service Representative Responsibilities:

- Responds to inquiries from the general public or other agencies by email, telephone and in person.
- Listens to customers and ascertains their needs.
- Communicates accurate information concerning processes, policies and procedures to customers.
- Has the ability to express information clearly and concisely with particular skill in telephone communications.
- Responds to customers tactfully and courteously.
- Provides information or other assistance accurately and on a timely basis.
- Seeks to professionally resolve customer issues and concerns, always exercising excellent customer care.
- Has knowledge of business English, spelling and arithmetic.
- Maintains a well-organized work area at all times.
- Develops and maintains a working system for keeping track of customer calls, complaints, requests and call backs.
- Routinely and efficiently uses multi-line telephones, fax machine, copier, as well as other office equipment.
- Performs data processing-related duties, including data entry and routine computer operations.
- Other administrative duties will be assigned as needed.

Other Important Notes:

- This position is FT and benefited.
- Applicants must have open availability (work hours will vary Monday – Friday with rotating Saturdays).
- Applicants must have dependable transportation.
- Applicants must have excellent phone manner and a dedication to providing excellent customer service.
- Applicants must provide at least 2 previous employer references with contact phone numbers.
- Applicants who have a positive attitude and strong work ethic will be considered for this position.

PLEASE APPLY IN ONE OF THE FOLLOWING WAYS:

- 1) EMAIL your resume to dave.tomlinson@harmonglassmn.com
- 2) FAX your resume to 651-628-0523