

Customer Service Representative (CSR) Job Description

GWSI is family-owned and operated and has been in the warehousing industry for over 25 years. Due to growth, we are seeking a full-time customer service representative. We are looking for a full-time, dynamic individual looking to develop their skills and grow with our company. This position requires maintaining high professionalism with customers, processing orders, and providing exceptional service.

Responsibilities

- Answer incoming calls and emails regarding customer inquiries
- Process orders, forms, applications, and requests
- Communicate with customers through various channels
- Work within the Warehouse Management System (WMS)
- Acknowledging and resolving customer complaints
- Maintain a positive and professional attitude towards customers at all times.
- Offer support and solutions to customers per company's policies.
- Communicate effectively and collaborate with management to ensure overall customer satisfaction.

Qualifications

- High School Diploma or GED required
- Excellent communication skills
- Previous Customer Service experience preferred but not required
- Highly organized, reliable, and dependable