



Lake Restoration, Inc.

12425 Ironwood Circle
Rogers, MN 55374

LakeRestoration.com
(763) 428-9777 Phone
(763) 428-1543 Fax

CUSTOMER SERVICE COORDINATOR

JOB PURPOSE:

Direct customers, online, in-store and by telephone, to proper product solutions for their individual needs. This position is full time, seasonal, with occasional overtime. The job will start in April and go through August.

OBJECTIVE: The Customer Service Coordinator will assist Lake Restoration in providing new and current customers with expertise and education on a variety of products.

REPORTS TO: Marketing and Sales Manager

SUMMARY OF ESSENTIAL DUTIES & RESPONSIBILITIES:

- Assure quality and accurate representation of products; represent Lake Restoration professionally and ensure that potential and current customers have an exceptional experience
- Focus on retention of current customers by untiring the relationship and acts as a sales enable to drive re-purchase loyalty of Lake Restoration products and services
- Appropriately suggest & sell products based on customer needs and is able to demonstrate or provide instructions to customers the proper use of the products.
- Works with Marketing Department on the coordination and processing of communication and implementation of marketing initiatives.
- Assisting in the data entry and processing of online, telephone and retail orders by preparing sales slips and receiving payment.
- Assist online customers via “live chat” and through other channels of communication
- Participation in product training program
- Performs other related duties and assignments as required and assists in various marketing activities, promotions and sales efforts as needed

KEY QUALIFICATIONS:

- Must be comfortable writing and sending communication via various networks
- Professional at all times and the ability to remain calm in stressful situations
- Advanced skills using Outlook and MS Office Word, Power Point, Excel
- Strong writing skills with a focus on professional yet creative commentary
- Strong attention to detail and ability to prioritize tasks across projects

POSITION REQUIREMENTS:

- Completion of Communications, Marketing, Business or similar Bachelor’s degree.

- Self-directed and motivated
- Hours: Monday through Friday (40 hours per week - Full Time)

PROFESSIONAL COMPETENCIES:

- Excel at communication, listening, feedback, and fostering teamwork
- Outstanding ability to think creatively and identify and resolve problems
- Attention to detail and the ability to effectively multi-task
- Ability to clearly and effectively articulate thoughts and points
- High levels of integrity, autonomy and self-motivation
- Be able to collaborate or work independently
- Excellent analytic, organizational, project management and time management skills
- Strong interpersonal skills, adaptability and strong work ethic

PLEASE SEND RESUME AND COVER LETTER TO:

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Email: LRmail@LakeRestoration.com

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