



Lake Restoration, Inc.

12425 Ironwood Circle
Rogers, MN 55374

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

CUSTOMER SERVICE COORDINATOR

Join an experienced, solution-oriented team at Lake Restoration, Inc. in providing lake and pond expertise and products to customers across the country. In this role, you will be trained on aquatic plant identification and management practices and Lake Restoration's proven product lines. You will 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.

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
- Appropriately suggest & sell products based on customer needs and demonstrate or provide instructions to customers on the proper use of the products
- Work 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 orders and receiving payment
- Assist online customers via "live chat" and through other channels of communication
- Participate in product training program
- Perform other related duties and assignments as required and assist in various marketing activities, promotions and sales efforts as needed

KEY QUALIFICATIONS:

- Excellent communication skills; verbal, written, and otherwise.
- Professional at all times and the ability to remain calm and patient with customers
- Strong writing skills with a focus on professional yet creative commentary
- Strong attention to detail and ability to prioritize tasks across projects

POSITION REQUIREMENTS:

- 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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Fax: 763-428-1543

Email: LRmail@LakeRestoration.com

Website: LakeRestoration.com