

LAKE RESTORATION, INC.

YOUR LOCAL AQUATIC EXPERTS SINCE 1977



CUSTOMER SERVICE ASSOCIATE

Join an experienced, solution-oriented team at Lake Restoration, Inc. in helping customers across the country improve their lakes and ponds. 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 with occasional overtime.

JOB TYPE: Full-time, non-exempt

COMPENSATION: \$18-20 / hour

REPORTS TO: Inside 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 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.
- Assist in the data entry and processing of online, telephone and retail orders by preparing sales orders and receiving payment.
- Assist customers through multiple channels of communication including phone, email, and online.
- 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.

HOW YOU SUCCEED AT LAKE RESTORATION:

- Excellent communication skills: verbal, written, and otherwise.
- Comfortable with math skills: multiplying, dividing, and making conversions between units of measure.
- Professional at all times and the ability to remain calm and patient with customers.
- Strong attention to detail and ability to prioritize tasks across projects.
- Self-directed and motivated.
- Be able to collaborate or work independently.



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