



Job Description

Customer Service Representative

Acordis International is one of the fastest growing IT companies in the United States and poised for explosive growth. As a premier Cisco Partner, we offer an extensive portfolio of Cisco services and technologies that span the following areas: unified communications and collaboration, networking, data center, security, and cloud-based solutions. Acordis provides infrastructure and technology services and solutions to clients throughout Florida and the United States. Through our partnership and certifications with leading technology providers including Cisco, Microsoft, Barracuda, VM Ware, Citrix, Xerox, Dell, Arista, Quantum, HP, Samsung, and many others. Our customers receive the highest quality products and services the industry has to offer.

Acordis has an immediate opening for a Customer Service Representative who will provide services to our customers by answering product and service questions, suggesting information about other products and services. Prepare correspondences and fulfill customer inquiries to ensure customer satisfaction.

Requires a high school diploma or equivalent and at least 3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Rely on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. The target is to ensure excellent service standards and maintain high customer satisfaction.

Customer service representative duties:

- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Recommend potential products or services to management by collecting customer information and analyzing customer needs
- Prepare product or service reports by collecting and analyzing customer information
- Contribute to team effort by accomplishing related results as needed
- Manage large amounts of incoming calls
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships of trust through open and interactive communication

- Provide accurate, valid, and complete information by using the right methods/tools
- Meet personal/team sales targets and call handling quotas
- Handle complaints, provide appropriate solutions and alternatives within the time limits, and follow up to ensure resolution
- Keep records of customer interactions, and file documents
- Follow communication procedures, guidelines, and policies
- Go the extra mile to engage customers
- Resolve customer complaints via phone, email, mail, in-person or social media
- Greet customers warmly and ascertain problem or reason for calling or visit
- Advise on company information
- Act as the company gatekeeper
- Utilize computer technology to handle high call volumes
- Compile reports on overall customer satisfaction
- Handle changes in policies or renewals

Customer service representative requirements:

- Proven customer support experience
- Track record of over-achieving quota
- Strong phone contact handling skills and active listening
- Familiar with CRM systems and practices
- Customer orientation and ability to adapt/respond to different types of characters
- Excellent communication and presentation skills
- Ability to multitask, prioritize and manage time effectively
- Minimum 3 years of customer service skills
- High school diploma or equivalent; college degree preferred

Customer service representative skills & proficiencies:

- Customer Service Skills
- Product Knowledge
- Quality Focus
- Listening Skills
- Phone Skills
- Resolving Conflict
- Multitask
- Patience
- Negotiation
- Positive Attitude
- Attention to Detail
- People Oriented
- Analysis
- Problem Solving
- Organizational Skills
- Adaptability

- Ability to Work Under Pressure
- Computer Skills

Company Profile:

Acordis International Corp is leader in Technology & Solutions. Acordis works closely with clients to develop, implement, and support specific solutions to diverse network, communication, and information infrastructure needs. Acordis specializes in Data Management, Infrastructure Management, Storage Management, Systems Architecture, Managed IT services, IT Security, Cloud services, Digital Signage, Virtualization, Multifunctional Printers, Managed Print Services, Document Management Solutions, VOIP, and Wireless Networking solutions.

Acordis is an official Partner of The Miami Heat - Miami Open - Miami Dolphins and Inter Miami CF.

South Florida 2013, 2015 and 2016 Business of the year awards.

**INC. 5000 list of fastest growing companies 2013, 2014, 2015, 2016, 2017, 2018 and 2019
Fastest growing company in South Florida.**

Acordis is an Equal Opportunity Employer.