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Part Time-Customer Service

Description

The Customer Service Representative provides support, service and guidance to those contacting the company on a wide variety of matters, including membership, educational requirements, program registrations, order processing, and more. The ability to multi-task, as well as an excellent phone manner and writing skills are essential to success in this position. The best candidates will be organized problem-solvers who are computer literate and have previous experience with database management, queries and data entry. Customer Service Representatives also assist with administrative work as needed.

Responsibilities

- Register customers/members for seminars/on-demands/book orders/cd packages/meetings and events over phone, email, mail and fax;
- Process scholarship and comp registration requests;
- Handle On-Demand backorders from a spreadsheet log;
- Process payments;
- Take ownership of customers issues and follow problems through to resolution, including but not limited to troubleshooting login and registration issues, updating contact information;
- Merge duplicate account and keeping clean data;
- Keep accurate records and document customer service actions and discussions within association management software;
- Run reports from association management software to identifying those who are signed up for seminars and update them on any changes/cancellations;
- Refund and transfer registrants between seminars;
- Support special projects as needed, including database cleanup;
- Support organization's outbound calling membership recruitment and retention campaigns;

Qualifications

Associates degree or higher (a plus or preferred) or equivalent customer service experience

- Non-profit experience a plus
- Proficient in Microsoft Office and Google Suite
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Hiring organization

Premier Personnel Group

Employment Type

Part-time

Beginning of employment

ASAP

Duration of employment

Part-Time

Industry

Continuing Education-Non Profit

Job Location

New Brunswick

Base Salary

\$ 20 - \$ 23

Working Hours

M-F 9am to 2pm

Experience with association management software platforms (preferred)