



Customer Service Associate (CSA)

Reports To Senior Manager of Customer Service
FLSA Hourly, Non-Exempt - Full Time
City/State Little Rock, AR

Description **GENERAL DESCRIPTION OF POSITION**

The Customer Service Associate (CSA) is an entry-level position within a fast paced, high-performance environment. The ideal candidate will have the ability to learn quickly, retain a large amount of information for future recall, be detailed oriented, service minded, and emotionally intelligent. The CSA is responsible for supporting both internal and external customs with empathy and compassion, ensuring a positive experience across every interaction. This role is critical, as the Customer Service Team serves as the face of the company. Must be reliable and timely within the business operating hours. This position requires in-office presence.

Requirements **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Effective Communication

- Answer incoming customer calls and emails to address/resolve questions, concerns, and complaints, provide information, and process payments. If needed, transfer to the appropriate department or staff member to achieve timely customer resolution. *A majority of work time will be spent on the phone interacting with customers.*
- Demonstrate strong verbal and written communication skills, explaining technical concepts clearly and concisely to customers.
- Actively listen to customer concerns, empathize with their issues, and provide appropriate solutions or responses in a timely manner.
- Manage difficult conversations with professionalism and maintain a positive attitude.
- Log all customer interactions and relevant notes in the appropriate system to ensure accurate documentation, resolution, and follow-up.
- Engage with customers in an inviting, friendly, positive, empathetic, and professional manner to deliver exceptional experiences and foster lasting relationships.
- Provide clerical and administrative support to other departments, internal stakeholders, and executives as needed.
- Escalate unresolved issues to the appropriate leader, when necessary, while maintaining ownership of customer interactions.
- Maintain client and product knowledge to ensure accurate information is provided to customers.
- Successfully demonstrate company values and our customer service model.

Technical Knowledge

- Possess a strong understanding of basic technical knowledge principles and experience assisting customers with navigation issues.
- Ability and willingness to learn and adapt to various CGI platforms and tools.
- Quickly grasp new software applications and technologies.



- Assist with data hygiene. Activities include auditing/editing data, managing bounced emails, searching online for information to supplement customer accounts, etc.
- Support virtual events held on various platforms such as Microsoft Teams and Zoom, managing tasks like scheduling, testing, troubleshooting, and providing customer support to event attendees and presenters.

Detail Oriented and Solution Minded

- Communicate and collaborate within the customer service team and across other departments to report customer feedback and trending issues to continuously improve sales, marketing, business practices and the overall customer experience.
- Demonstrate exceptional attention to detail when handling customer requests, documenting issues, and providing resolutions.
- Forward-thinker, proactively identify potential problems and resolve them before they escalate.
- Maintain accurate records of customer interactions, including details of inquiries, complaints, and resolutions.
- Receive, log, and disperse postal mail and package deliveries.

Adaptability

- Thrive in a dynamic, fast-paced environment, handling high volumes of requests while maintaining a high standard of service.
- Be comfortable managing multiple tasks simultaneously and meeting deadlines under pressure.
- Adaptability and resilience when faced with shifting priorities or urgent requests.
- Navigate fast-changing priorities, ensuring the best possible outcome for customers.

Self-Motivated

- Highly self-motivated, with the ability to work independently and take initiative without close supervision.
- A passion for continuous improvement and willingness to go the extra mile to exceed customer expectations.
- Take ownership of customer interactions from start to finish, striving for successful resolutions while sharing insights and best practices with the team.
- Provide feedback on the efficiency of the customer service process and make recommendations to streamline or enhance the process and overall customer experience.

EDUCATION, EXPERIENCE & SKILLS

- High School Diploma, College degree preferred.
- Minimum of three years in customer service experience in a professional, inbound call environment.
- Proficient in managing multiple phone lines simultaneously.
- Strong written and verbal communication skills.
- Skilled at multi-tasking with a high attention to detail.
- Works well with others and helps foster a supportive work environment.
- Strong understanding of basic technical knowledge principles and experience assisting customers with navigation issues.
- While performing the duties of this job, employees are regularly required to sit, walk, and stand, talk, or hear, both in person and by telephone, use hands repetitively to handle or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds.



SOFTWARE SKILLS REQUIRED

- Proficient: Microsoft Word, Excel, Outlook, PowerPoint
- Intermediate: CRM/Contact Management (Salesforce experience a plus)

* * *

EQUAL EMPLOYMENT OPPORTUNITY

CGi is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit and business need.