

## **Position: Customer Service Associate**

We are currently hiring a Customer Service Associate who will be a front-line employee, and representative of the Fox Waterway Agency. The Fox Waterway Agency services the Chain O'Lakes and Fox River community in many ways. You will work with customers in person, over the phone, and via email, assisting customers with the purchase of waterway stickers, answering questions, and providing helpful information and resources.

Our ideal candidate for this position is someone who is outgoing, confident, empathetic, professional, and eager to learn. Patience, adaptability, great listening skills, and a positive attitude are all a must for this position.

### **Responsibilities:**

- Maintain a high level of professionalism with customers and team members, working to establish a positive rapport with each
- Handle a high volume of customer visits and calls during peak season
- Process Credit Card and Check receipts with accuracy and attention to detail
- Sales Order data entry in a timely and precise manner
- Assist customers in completing user fee applications and purchasing the appropriate watercraft stickers
- Update customer information in the customer database as needed
- Answer questions about the user fee program and general waterway related
- Educate customers about the many available waterway resources
- Handle straight forward customer concerns in a timely and professional manner, referring more complex issues to appropriate staff
- Maintain an awareness of current FWA waterway projects
- Review, process, and follow up with customer concerns in a timely matter
- Create and/or maintain position Standard Operating Procedures (SOPs)
- Deliver excellent customer service in challenging circumstances
- Stay informed of water level status changes, customer related concerns, agency policies
- Provide Agency administrative support and perform other duties as assigned

## **Job Requirements:**

- Work 4 hours on Saturdays in May and June,
- Sound verbal and written communication skills
- Strong data entry experience
- Ability to multi-task, prioritize, and manage tasks effectively
- Operates standard office equipment to include, copiers, fax, calculator, and scanners
- PC skills including experience using Excel, Word, and Outlook
- Ability to work well in a team environment
- Strong sense of professionalism and discretion required
- 1+ years' experience in Customer Service Support
- High School diploma/GED

This position will require you to pass a background check, along with drug & alcohol screening.

**Salary:** \$17.00 to \$19.00 / hour

### **Shifts:**

Weekdays 8:00AM to 4:30PM

Saturday mornings at the start of peak season (May & June)

### **Experience:**

1-2+ years' experience in Customer Service

### **Education:**

Minimum High School diploma or equivalent

### **Benefits:**

Health, Dental, and Vision Insurance

Paid Time Off

Paid Holidays

Retirement Plan