



Fallbrook Propane Gas is a fast-growing company with the atmosphere of trust, goodwill, respect for one another and our customers, and has a commitment to high-performance, productivity, accountability, and an appreciation for the joy of work.

As a customer service representative (CSR) you are at the frontline when it comes to interacting with our valued customers and serve as a primary source of knowledge for them.

Some of the duties and responsibilities of a CSR include:

- Managing calls and customer inquiries
- Generating sales leads that develop into new customers
- Identifying and assessing customer needs to achieve satisfaction

What does a CSR do?

A Customer Service Representative, or CSR, will act as a connection to the local market, provide product/services information, answer questions, assist with pertinent safety information, and resolve any emerging problems that our customers might face with accuracy, efficiency, and a positive attitude.

The best CSRs are genuinely excited to help customers. They're patient, empathetic, and are excellent communicators. They love to help and understand the value of good communication skills. Customer service representatives can put themselves in their customers' shoes and advocate for them when necessary. Customer feedback is priceless, and a CSR can aid in bridging gaps within the company to improve the quality of service provided to the customers. Problem-solving also comes naturally to customer service representatives. They are confident at troubleshooting and investigate further if they don't have enough information to answer customer questions or resolve complaints.

The goal of a CSR is to provide best in class service, be efficient in responding to customer questions, and represent the company positively while creating a great customer experience.

Responsibilities

- Manage incoming phone calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build relationships and trust with customers through open and interactive communication
- Provide accurate, valid, and complete information by using the right methods/tools
- Handle customer complaints, provide appropriate solutions and alternatives and follow up to ensure resolution
- Keep records of customer interactions
- Follow communication procedures, guidelines, and policies
- Take the extra mile to engage customers

Requirements

- Proven customer support experience or experience as a Customer Service Representative
- Strong phone handling skills and active listening
- Ability to adapt/respond to different types of personalities
- Excellent communication and presentation skills
- Bilingual preferred
- Ability to multi-task, prioritize, and manage time effectively
- High school diploma or equivalent