



## **Job Description: Customer Service Representative**

Part time, Non-exempt

The candidate for this job possess a high level of customer service professionalism, including excellent communication skills, both written and verbal; strong ability to organize job priorities; strong ability to manage responsibilities in a fast-paced growing internet company; and must embrace the vision and values of The Distance Learning Company (see attached).

Responsibilities include having a clear understanding of **all** aspects of customer support and the daily operation of The Distance Learning Company in order to:

- Provide positive customer service with patience, courtesy, and kindness at all times;
- Receive and initiate customer telephone calls and on-line communications telephone calls to our customers;
- Listen to, understand customer needs, and provide accurate information about all DLC products;
- Use DLC proprietary management tools to effectively and efficiently resolve customer problems;
- Work effectively and efficiently with a range of software, on-line programs, and other computer related tasks
- Work effectively with multiple computer programs simultaneously
- Multi-task in a fast-paced work environment;
- Consistently demonstrate high levels of analytical, written, and verbal skills;
- Provide conscientious and consistent follow-through;
- Accept performance monitoring, feedback, and training;
- Proactively identify and communicate issues, problems, or concerns about DLC and customer service;
- Work independently and as a team member;
- Accurately type at least 45+ wpm.

Must have work shift flexibility. Bilingual language skills (oral and written) in Spanish/English is highly desired, but not required.