

**JOB DESCRIPTION
CUSTOMER SERVICE ASSOCIATE
THE FINE ARTS ASSOCIATION**

Job Title:

Customer Service Associate

Primary Purpose:

To advance and support the mission of The Fine Arts Association by providing support and assistance to clients, staff and faculty. Customer Service Associates are often the initial and most enduring point of contact with the customer and the organization.

Essential Duties and Responsibilities:

- Work with customer service supervisor to ensure delivery of exceptional customer service in accordance with communication procedures, guidelines and policies
- Manage incoming calls and provide accurate, valid and complete information by using the right methods/tools
- Build sustainable relationships of trust through open and interactive communication
- Identify and assess customers' needs to achieve satisfaction
- Assist with resolving customer challenges and complaints (in collaboration with appropriate department director) by clarifying the customer's needs; determining the cause of the issue; suggesting the best resolution; expediting correction or adjustment; following up to ensure resolution
- Open and maintain customer accounts by recording account information
- Keep records of customer interactions, process customer accounts and file documents
- Register students for classes and lessons
- Process ticket sales for performances and cultural events
- Prepare reports for staff/faculty as needed
- Assist with communications between faculty and students; assist with contacting students when faculty/organization cancellations occur
- Maintain waiting lists when performances, classes or lesson times are full, and contact customers when openings become available.
- Receipt payments for all sales
- Assist with maintaining mailing database
- Perform opening and closing duties including balancing of daily receivables
- Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Requirements:

High school diploma

Proven customer support experience

Working knowledge of Outlook, Word, Excel, Database programs, and the Internet

Qualifications:

- Excellent communication, problem solving and conflict resolution skills
- Ability to establish and maintain effective interpersonal relationships with ability to adapt/respond to varying types of personalities
- Strong phone contact handling skills and active listening
- Ability to multi-task, prioritize and manage time effectively in a fast-paced environment
- Detail oriented
- Ability to be flexible and work under pressure
- Desire to work in a team approach environment

Lines of Communication:

The customer service associate reports to the CEO

Classification:

Hourly employee