

# Team Gazelle - Be Your Best

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## Team Gazelle Customer Service Representative (Full Time Hourly)

### Position Vision

The Team Gazelle customer service representative will be dedicated specifically to our online soccer customer base. This position will have a customer first mentality and a desire to be an advocate for our consumers while being a champion for our brand. This role requires an individual who is self-managing, proactive, possesses quality communication skills, and has great problem solving abilities.

### Position Expectations:

- Manage large amounts of incoming calls, emails, social media inquires
- Efficiently identify and assess customers' needs and provide solutions
- Build sustainable relationships through proactive and accurate communication
- Handle customer complaints and provide appropriate solutions with efficiency and timeliness
- Follow communication procedures, guidelines and policies
- Process customer returns and exchanges
- Supervise and train seasonal customer service assistants
- Be a contributing factor on a small team of dedicated employees driven to provide a level of service beyond our customer's expectations and separating ourselves from the competition