



265 East Main Street, Branford, CT 06405
(866)928-6428 www.periship.com

Position: Customer Resolution Specialist

Job Description

Our enthusiastic and driven professionals work together to present a very high level of customer service to our customers. As a Customer Resolution Specialist this individual will provide support in the daily activity in the call center and coordinate service for our customers. This individual should have charismatic high energy, a sense of service and responsibility, motivated, and a willingness to learn and train on a dynamic business model.

Primary Responsibilities

- Build trusted customer relationships to ensure excellent service
- Provide proactive information to our customers on their current shipments
- Answer inquiries from shippers and recipients
- Identify new areas of opportunity and work with Sales team to bring in new business
- Utilize CRM to ensure activities are documented properly, opportunities are forecasted accurately and adequate information regarding the prospect and/or opportunity is communicated
- Flexibility in work schedule, including potential Saturday and evening shifts
- Additional duties as assigned

Desired Skills and Experience

Language Skills

- Outstanding written and verbal communication, and time management skills
- Ability to read, analyze, and interpret complex documents
- Ability to respond effectively to sensitive inquiries or complaints from customers, both internal and external

Reasoning Ability

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form

Competencies & Attributes

- Strong communication, analytical and organizational skills, strong attention to details, ability to work effectively under pressure.
- Team player
- Multitask oriented and able to work in a fast environment

Technical Skills & Knowledge

- Proficient in Microsoft office suite, and other applications as required
- Basic understanding of PBX phone systems and reporting tools
- Familiar with industry publications and resource guides

Benefits:

- Comprehensive Medical & Dental Programs entirely paid for by PeriShip
- Education Reimbursement Program
- 401(k) Program with strong employer match

All interested applications should send a cover letter and current resume to HR@periship.com. Thank you for your interest!