

CUSTOMER OPERATIONS REPRESENTATIVE

Technical Support

LOCATION: Livermore, CA | POSTED: July. 30, 2018

Position Department: Business Operations
Direct Report: Customer Operations Manager
Salary Range: \$13 - \$15 hr

JOB DESCRIPTION

The Customer Operations Representative is responsible for building and maintaining relationships with our valued customers. The position is focused on daily communication & interaction with customers, order processing, return authorizations and technical support issues. The Customer Operations Representative's primary function is helping the customer with their technical support issues and devices.

SKILLS | RESPONSIBILITIES

- Responsible for maintaining positive customer relations and to coordinate various functions within the company to ensure customer requests are handled appropriately and timely.
- Answer support cases, calls, tickets and live chats.
- Provide customers with information regarding their orders, shipments, scheduling, and delivery of our products.
- Work with other departments to research customer disputes and coordinates any necessary credit adjustments.
- Performs daily and weekly audit procedures to ensure all tasks are completed on a timely manner.
- Provides back up coverage for other job responsibilities within the Customer Operations Team.
- Work with QC department to obtain product information as needed, including spec sheets, shelf life, etc.
- Performs other duties as assigned.



7085-E Las Positas Road
Livermore, CA 94551
Telephone: 925.454.0111

REQUIREMENTS

- 2+ years of experience building customer experiences
- Commitment to providing superior customer service and satisfaction.
- Capable of analyzing and solving problems.
- Organized, with the ability to prioritize work assignments to ensure completion.
- Experienced working with computers and have the ability to learn, navigate and use designated software programs as required to perform job functions.
- Must be able to communicate via phone and email effectively.
- Ability to work in a fast-pace, diverse, and rapidly changing environment.
- Demonstrate team oriented skills and the ability to work independently.

HOW TO APPLY

For consideration, please email a combined PDF resume and cover letter to opsjobs@FINISinc.com.

ABOUT FINIS

In 1993, Olympic Gold Medal Swimmer Pablo Morales and John Mix founded FINIS in Northern California. The Monofin and the center-mount Snorkel were the first products FINIS developed for the US market, and have since continued to focus on creating training tools for swimmers and coaches worldwide. FINIS products are currently available in over 65 countries and are used by US and International Olympic teams, elite triathletes, and fitness swimmers.

Innovative research and design is our highest priority. It's our personal vow to continue to design and engineer the best technical products in the industry.



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