

Title: Customer Service Specialist

Overview:

This position will be based in the hub. Customer Service Specialist (CSS) is a customer-focused position responsible for customer satisfaction by providing responsive service that enhances the delivery of FedEx Kinko's products and services. The role encompasses extensive interaction with customers, both over the phone and in-center, gathering order data, bidding, order processing and order management. The CSS works with minimal instruction and supervision and interacts on a daily basis with customers, center managers, team members and vendors accomplishing established business objectives.

Requirements:

This is a representative list of the general duties the Customer Service Specialist may be asked to perform and is not intended to be all-inclusive

Customer Service/Retention Activities (Related to Customer Call Backs)

- Maintains and regularly updates customer data base
- Post sales activities and phone call follow-ups from OTP call back report
- Identifies new customers using resources available
- Customer retention / recovery activities
- Account revenue for in center "house" accounts - non portfolio accounts

Center Sales Local Activities and Product Promotion

- Acts as primary phone greeter in center
- Job bidding and bid follow-up (in conjunction with bid centers where appropriate) for the cluster
- Maintains bidding data base
- Consultative selling at the front counter (to include up-selling)
- Takes complex job orders
- Responsible for driving product revenue (e.g., Direct Mail, Color and B&W Copy, Holiday and Promotional)

Implements National In-Store Merchandising Programs:

- Implement Guerilla marketing techniques for national programs, when appropriate
- Customer mailings and follow-up
- Telemarketing for national initiatives
- Ensure centers within clusters execute on merchandising standards

Compact Car Support

- Participates in sales blitzes for new compact car openings
- Performs duties with only minimal supervision by senior center manager. Must defer decisions involving changes in center procedures to senior center manager.

Qualifications:

- Presents personal professional image
- Demonstrated effective written and verbal communication skills
- Proven strong organization and planning skills
- Proven skills and aptitude to excel in a customer-focused and results -driven environment
- Demonstrated business math skills

- Demonstrated basic computer skills
- Physical stamina sufficient to stand during entire shift, excluding rest breaks
- Physical stamina sufficient to move and lift 55 pound boxes
- Ability, on a consistent basis, to communicate effectively with team members and customers
- Ability, on a consistent basis, to perform work activities requiring cooperation, instruction, persuasion, or speaking with others
- Ability, on a consistent basis, to maintain attention and concentration for extended periods of time
- Ability, on a consistent basis, to function in a high stress environment, under substantial time pressure
- Ability to perform the General Duties and Responsibilities set forth above in a consistent and efficient manner.

Thank you,

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