

SHERMAN'S

Position: Service Quality Specialist

Reports to: Delivery & Service Quality Manager / Service & Repair Assistant Manager

Essential Functions:

- Interact with customers to provide product & service information and resolve basic product & service issues
- Demonstrate and adhere to Sherman's Core Values
- Take direction from any member of Service & Repair management team or their designee

Education:

Essential: High school diploma or equivalent

Experience:

Essential: 1 year experience customer service

Desired: Previous call center experience

Licenses and Certifications:

None required

Knowledge, skills, and abilities:

- Working knowledge of computer programs and electronic mail
- Effective verbal and written communication skills
- Telephone etiquette
- Effective listening skills
- High level of accuracy and attention to detail
- Ability to plan, organize and establish priorities, multi-task
- Problem-solving skills
- Ability to develop strong working relationships
- Knowledge of safe work practices
- Ability to follow oral and written directions and specific rules, regulations, and processes and apply them to a variety of situations
- Time management and ability to maintain workflow in a fast-paced environment
- Confidentiality and Integrity

Working Conditions: While performing the duties of the job, the employee is required to sit for long periods of time, wear a headset, listen, and talk. Employees are occasionally required to read and interpret. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The employee may be required to lift to a maximum of 25 lbs. The noise level in the work environment is moderate to loud.

Work Schedule:

Generally, 5-day work week including evenings, weekends, and some holidays. Additional hours may be required.

FLSA: Non-Exempt

Date: May 2024