



gSource, LLC
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Job Requirements

Job Title: Customer Service Representative
Wage Category: CSR I, II, III
Department: Customer Service
Reporting to: Customer Service Manager

1. Minimum Associates Degree required
2. Excellent interpersonal skills, telephone etiquette, and verbal communication skills required
3. Ability to read, interpret and understand policy documents and standard operating procedures required
4. Ability to respond to customer complaints effectively while maintaining a calm and positive attitude required
5. Ability to consistently handle customers (internal and external) in a professional and courteous manner required
6. Demonstrated success working in a collaborative, service-oriented environment required
7. Experience with Microsoft Excel/Outlook/Word required
8. Fluency in written and spoken English required
9. One year previous experience in an office environment required
10. Computer data entry skills required
11. Excellent business writing skills required
12. Proficiency with numbers required
13. Ability to prioritize tasks and manage time required
14. Ability to work independently with little or no supervision required

15. Knowledge of office equipment and procedures preferred
16. Experience with Sage 50 (ERP) preferred
17. Knowledge of surgical instruments preferred
18. Proficiency in a second language preferred
19. Minimum of 2 years customer service experience preferred
20. Experience in a business-to-business and/or business-to-enduser environment preferred

21. Reliable and responsible
22. Organized, detail oriented, accurate, thorough
23. Strong oral and written communication skills
24. Outgoing, enthusiastic and persuasive
25. Proactive and able to make decisions
26. Work well under pressure, tight deadlines, and maintain composure in difficult situations
27. Work independently with minimal or no supervision

28. Position: Full time
29. Non-exempt
30. Working hours per week: 40
31. Hours gSource open: 7:30 am to 6:00 pm