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## Job Description

### Customer Service Representative – CSR (Medina, OH)

Title: Customer Service Representative – CSR  
Operation: On Trac, Inc. – Medina Fiber (Lit Communities)  
Location: Seville, OH  
Supervisor: TBD  
Status: Full Time  
Available: September, 2021  
Hourly Wage Range: Starting \$15.00 - \$17.00 Per Hour  
Benefits: Paid Vacation, Paid Holidays, Health Insurance  
Company: [www.OnTraInc.com](http://www.OnTraInc.com)

#### POSITION SUMMARY

The CSR is primarily charged with helping customers and to respond by being patient, empathetic, and passionately communicative. CSR's can put themselves in their customers' shoes and advocate for them when necessary. Customer feedback is priceless and problem-solving also comes naturally to customer care specialists. The CSR is good at troubleshooting and will investigate if they don't have enough information to resolve customer complaints.

#### CORE SKILL SETS

- Daily data entry and cross-checks for accuracy over multiple database formats
- Ability to communicate clearly, verbally or in writing
- People friendly, customer service minded
- Manage large amounts of incoming calls
- Identify and assess customers' needs to achieve satisfaction
- Provide accurate, valid, and complete information by using the right methods/tools
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep digital records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines, and policies
- Take the extra mile to engage customers

#### QUALIFICATIONS

- Demonstrate high level of personal integrity, character, honesty, reliability, initiative, and truthfulness
- Superior customer service attitude and capability with excellent communication and presentation skills
- Great attitude, work ethic, self-starter, punctual, proactive, and energetic
- Possess excellent verbal, writing and above average interpersonal skills
- Possess exceptional abilities in attention to detail, organizational skills, and accuracy in data entry
- Possess diplomacy and sensitivity in electronic communications- email, phone, and text
- Strong phone contact handling skills and active listening
- Commitment to an alcohol and drug free workplace
- Clean, well-groomed, and VERY neat in appearance
- Low drama, low ego, and a team player
- Ability to multi-task, prioritize, and manage time effectively

#### PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee is regularly required to talk or hear. The employee is frequently required to sit and be on a computer. While performing the duties of this job, the employee most frequently serves in a well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.