Hiring Procedures

**S A M P L E**

**Job description**

Customer Service Professional

We are a xxxxxxxxxxx company with a strong entrepreneur focus, seeking a poised, self motivated customer service professional with excellent communication skills and cheerful disposition to join our dream team.

Within our organization, the goal of our customer service team is to ‘wow’ our customers by answering inquiries accurately, efficiently, quickly and kindly. We value the customers and clients we serve and their satisfaction is our number one priority.

This is an entry-level position and if you’re someone who thrives in an entrepreneurial environment, has initiative, works well in collaboration with a team and is willing to learn and grow with the company, then opportunities are endless!

**About You:**

As someone who always aims for excellence, you get a high level of satisfaction from providing solutions for other people and in fact, you’re often told that you’re a great listener, problem solver and communicator. You enjoy figuring things out through research and investigation. You rely on documented procedures to ensure accuracy. You’re self-motivated with clear goals, eager to take action, jump right in and adapt quickly to new situations. If you’re looking for a long-term commitment with a company whose mission is to serve others and change lives, then we want to talk to you!

**About the Position:**

We are looking for a rock star customer service professional who has the ability and passion to:

* Provide a first-rate experience for all of our customers and clients resolving all inquiries professionally and accurately.
* Acquire full working knowledge of all of our products and programs.
* Assist with preparation for all of our live events.
* Provide an organized, systematized office environment – including team support, filing, answering phones, responding to email, managing a busy calendar.

**Your Essential Skills and Characteristics:**

* Perpetual positive attitude and enthusiasm
* Strong organizational skills
* Excellent verbal and written communication skills
* Excellent computer/keyboarding skills (ability to work well with email, operate a scanner, work with documents—Word, Excel, etc.)
* Extremely detailed oriented
* Reliable and dependable
* Ability to work independently but also a team player with a “roll up your sleeves” mentality and a “do whatever it takes” attitude
* Strong desire to work in a fast-paced environment
* Ability to learn quickly
* Ability to multi-task

**About Us:**

At xxxxxxxx we believe that entrepreneurs are catalysts for creating positive change in the world. Because of this, we believe it is the duty of the entrepreneur to play a bigger game in services to others. By educating, developing and inspiring entrepreneurs to multiply their reach with authenticity, integrity, and love, we help them realize their fullest potential and life purpose, which achieving their personal dreams. This is a positive and energetic business and we are looking for someone with a personality to match, working in a small business / startup environment.