

Summary:

Reporting to the Customer Experience Manager, the Customer Experience Assistant performs a variety of customer service tasks, uses discretion and judgement to process confidential or sensitive information and materials; completes tasks methodically and is highly organized, structuring workflow to accomplish multiple and changing priorities. The incumbent demonstrates superior communication skills and provides customer service at the highest level; as a key member of the Phantom team, the Customer Experience Assistant, is expected to consistently demonstrate, and encourage in others, the organization's core corporate values.

Department Structure:

There are no subordinates reporting to the position of Customer Experience Assistant.

Our Values:

At Phantom Screens we value all of our employees. We are committed to providing a safe, harmonious, and respectful work environment and all employees are required to help us achieve this by practicing our core values.

- To Speak the Truth
- To Pursue Excellence
- To Serve Each Other
- To Practice Stewardship

Position Responsibilities:

(include but are not limited to, the following)

- Promptly respond to incoming telephone calls; providing assistance wherever possible, transferring to an appropriate recipient, or taking/forwarding messages.
- Using information obtained from Phantom corporate lead tracker, Homepage generate leads or Home Show details, contact potential customers to schedule appointments.
- Prepare outgoing mail and receive, sort/distribute incoming mail.
- Assist in updating documentation as needed.
- Assist in coordinating events and facilitating smooth communication between dealers and the Distributorship.
- Attend to the general maintenance of office equipment; order office supplies and ensure that the office area is maintained in a presentable and professional manner.
- Follow-up with distributorship team members in the provision of scheduling reminders, appointment details, and prompting for overdue responses.
- Assist with general enquiries from dealers and customers as to order status.
- Maintain an effective and efficient flow of information between all members of the distributorship.
- Proofread written materials as directed and make recommendations for improvements or revisions.
- Maintain a current knowledge of the position and participate in job-related training programs or associated personal development initiatives as required.
- Perform all other duties as assigned.

Position Requirements:

- A confident self-starter with a cheerful yet professional disposition; a positive and upbeat personality and a genuine desire to provide customer service at the highest level.
- Superior communication and interpersonal skills, and the ability to build/maintain positive relationships with a

variety of internal and external contacts at all levels. In particular, an excellent telephone manner that is friendly and efficient and which never fails to reassure all contacts of their importance to the Phantom organization.

- The ability to make guests feel welcome by greeting them warmly and professionally.
 - An aptitude for time-management; the ability to multi-task, remain calm and focused in an environment subject to constant interruptions.
 - A can-do attitude with a keen understanding of team dynamics, and the accomplishment of team goals and objectives, as well as the ability to work independently as required.
 - Accurate and efficient keyboarding skills using Microsoft Office, and other software programs.
- A high degree of initiative and the ability to work with minimal supervision

Academic Qualifications and Work Experience:

Grade 12 or equivalent with a minimum of 2 years' experience in the provision of superior customer service.