



# Lake Restoration, Inc.

12425 Ironwood Circle  
Rogers, MN 55374

LakeRestoration.com  
(763) 428-9777 Phone  
(763) 428-1543 Fax

## **CUSTOMER SERVICE COORDINATOR**

### **JOB PURPOSE:**

Direct customers, online, in-store and by telephone, to proper product solutions for their individual needs.

**OBJECTIVE:** The Customer Service Coordinator will assist Lake Restoration in providing new and current customers with expertise and education on a variety of products.

**REPORTS TO:** Marketing & Sales Manager

### **SUMMARY OF ESSENTIAL DUTIES & RESPONSIBILITIES:**

- Assure quality and accurate representation of products; represent Lake Restoration professionally and ensure that potential and current customers have an exceptional experience
- Focus on retention of current customers by untiring the relationship and acts as a sales enable to drive re-purchase loyalty of Lake Restoration products and services
- Appropriately suggest & sell products based on customer needs and is able to demonstrate or provide instructions to customers the proper use of the products.
- Works with Marketing Department on the coordination and processing of communication and implementation of marketing initiatives.
- Assisting in the data entry and processing of online, telephone and retail orders by preparing sales slips and receiving payment.
- Assist online customers via “live chat” and through other channels of communication
- Participation in product training program
- Performs other related duties and assignments as required and assists in various marketing activities, promotions and sales efforts as needed

### **KEY QUALIFICATIONS:**

- Must be comfortable writing and sending communication via various networks
- Professional at all times and the ability to remain calm in stressful situations
- Advanced skills using Outlook and MS Office Word, Power Point, Excel
- Strong writing skills with a focus on professional yet creative commentary
- Strong attention to detail and ability to prioritize tasks across projects

### **POSITION REQUIREMENTS:**

- Completion of Communications, Marketing, Business or similar Bachelor’s degree.
- Self-directed and motivated

- Hours: Monday through Friday (40 hours per week - Full Time)

**PROFESSIONAL COMPETENCIES:**

- Excel at communication, listening, feedback, and fostering teamwork
- Outstanding ability to think creatively and identify and resolve problems
- Attention to detail and the ability to effectively multi-task
- Ability to clearly and effectively articulate thoughts and points
- High levels of integrity, autonomy and self-motivation
- Be able to collaborate or work independently
- Excellent analytic, organizational, project management and time management skills
- Strong interpersonal skills, adaptability and strong work ethic

**PLEASE SEND RESUME AND COVER LETTER TO:**

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Fax: 763-428-1543

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