



Customer Service Representative

Job Description

Position Overview:

The CSR is often the first to interact with registrants, attendees and clients, and plays an essential role in creating positive interactions that lead to customer and client satisfaction. You will be responsible for answering inquiries regarding events and supporting the registration and planning teams.

Responsibilities:

- Answer questions about upcoming events
- Answer registrant inquiries by phone and email
- Resolve registrant problems with the registration process
- Communicate accurate information
- Update records
- Process payments
- QC registration records and reports
- Enter data into various software programs
- Produce reports using excel and various registration platforms
- Provide general office support
- Inventory event supplies
- Secure badge supplies, oversee production of pre-printed badges, make shipping arrangements
- Make outbound phone calls to event exhibitors and sponsors relating to their participation in upcoming events
- Carry out special projects as assigned
- Assist in creating event information sheets

Required Skills:

- Exceptional customer service
- Highly organized with great attention-to-detail
- Strong written and verbal communication
- Proficient in Microsoft Office Suite, Google Drive, Zoom
- Ability to manage multiple priorities
- Responsive to internal and external queries
- Ability to learn and operate within a variety of event platforms

- Available to travel to events 4-8 times a year
- Works well both in a team environment and independently
- Works well under pressure

Education/Experience:

- High school diploma or equivalent required
- Associate or Bachelor degree preferred
- Customer Service Experience preferred

This is a full-time position with benefits. Employee will be eligible for company bonus.

Pay Range (based on US): \$45,000 - \$55,000

