

## **CUSTOMER SERVICE REPRESENTATIVE MILLVILLE, NJ**

Kaffe Magnum Opus is a wholesale coffee roaster serving high end coffee shops, cafes, niche shops, and restaurants around the country. This position is located at our headquarters in Cumberland County, New Jersey.

We are seeking an experienced customer service representative to join our team. The individual we seek must possess strong communication and telephone skills, be professional, dependable, and detail oriented as well as a self-starter who is eager to learn and who has the ability to work individually and as a part of a team.

### **Key Job Duties:**

- Make outgoing calls to customers
- Answer incoming calls
- Learn and understand our customers and build rapport with them
- Answering customer questions and inquiries
- Documenting and keeping records on contacts and activities
- Assisting other office staff, as assigned
- Perform various office duties, as assigned

### **Job Requirements:**

- Associate degree or equivalent office experience
- MS Office applications proficiency
- Logical analysis for problem solving
- Strong attention to detail
- Professional phone demeanor
- Strong organizational skills
- Good keyboard skills
- Ability to prioritize and multi-task
- Comfortable working in a fast-paced, deadline-driven environment
- Must be a coffee drinker, who will learn and share with customers the characteristics of our many coffee varieties, blends, and flavors