**Job Title:** Customer Service Representative (CSR)  
**Department:** Customer Support / Operations  
**Reports To:** Customer Service Manager or Team Lead

**Job Summary:**

The Customer Service Representative (CSR) is responsible for providing exceptional support to customers by handling inquiries, processing orders, and resolving issues efficiently and professionally. The CSR serves as a key point of contact between the company and its clients, ensuring a positive customer experience.

**Key Responsibilities:**

* Respond to customer inquiries via phone, email, chat, or in person in a courteous and timely manner.
* Process orders, returns, and exchanges accurately using internal systems.
* Resolve customer complaints and issues by identifying solutions and ensuring customer satisfaction.
* Maintain detailed records of customer interactions and transactions.
* Collaborate with other departments (e.g., Sales, Shipping, Technical Support) to resolve issues and follow up on customer requests.
* Stay up to date with product knowledge, company policies, and procedures.
* Escalate complex issues to supervisors when necessary.
* Contribute to a positive team environment and help improve customer service processes.