



Customer Care Coordinator

40 hours per week, 8:45AM-5:15PM Monday-Friday
\$15-18/hr

Job Overview

Taking unusually good care of the people we serve is central to what we do here at Date Line, and the Customer Care Coordinator is central to those efforts. This person must make customers feel welcome and well-cared for (in-person, online, and over the phone) as they field questions about our services, take orders, provide updates about the status of projects, and coordinate pickup or delivery of completed work.

Responsibilities and Duties

- Communicate with customers in our lobby, over the phone, or using online tools like e-mail and Facebook.
- Take orders over the counter in our lobby and process all incoming orders from our website.
- Invoice completed projects and coordinate pickup or delivery with customers.
- Complete simple projects for customers while they wait.
- Support the production team as time permits.

Required Skills

- Strong interpersonal skills and the ability to communicate clearly in spoken and written forms.
- Excellent customer service skills.
- Able to comfortably switch between relationally-driven customer interactions and data-entry tasks throughout the day.
- Strong organizational skills

***Please send a resume to Rhonda Beal (rhonda@datelinedigital.com)
or call 479-3831 for more information.***