Customer Service Representative

Apply at www.torchprep.com/careers

What is TorchPrep?

Can you remember a time in your life when you thought you could change the world? TorchPrep is a team of educational strategists OBSESSED with changing the lives of students with strategy-based skills engineered to beat tests. Our engaging, high-energy approach captures the attention of students and combats the absolute boredom found in standardized testing. We are teachers, storytellers, trainers, leaders, comedians, but more than anything, we are agents of change in our region.

Description:

The Customer Service Representative is the voice of TorchPrep to the thousands of families that we have the privilege to serve. You need to have an incredible passion for people. Hospitality needs to be your middle name and what wakes you up in the morning. Every day you will handle inbound and outbound communication with students and parents. Therefore, you have to be a phone and email ninja. Needs to be self motivated, versatile, flexible and most importantly cheerful. If you enjoy making people laugh, cry (tears of joy), or smile then this role is meant for you.

Responsibilities:

- Create the best customer service experience that families have ever had.
- Use telephones and email to reach out to customers.
- Convert inbound leads to sales.
- Resolve customer complaints.
- Greet customers warmly and ascertain problem or reason for calling.
- Assist with placement of orders, refunds, or scheduling.