



FRS® Customer Care Specialist

POSITION SUMMARY

The FRS Company is seeking two upbeat energetic individuals to join our Customer Experience team as a Customer Care Specialist. The Customer Care Specialists are a primary point of contact for our customers (both individuals and wholesale). The main duties include providing exceptional customer service, via inbound or outbound calls, letters, social media posts, emails and eventually online live chat. CCSs will be answering questions regarding website issues, promotions, order status, refunds or cancellations, products, and general inquiries.

The Customer Care Specialist will report to the Manager, Customer Experience and be responsible for responding to customer inquiries by phone, chat or e-mail.

This is a part-time position and will reside at the corporate headquarters in Foster City.

RESPONSIBILITIES:

- Answer incoming calls, emails and chats with a customer friendly and centric approach
- Research, identify, resolve and thoroughly document customer inquiries
- Collaborate within department and with other departments to identify issues and resolve related inquiries
- Proactively identify and validate trends to determine if there is ongoing issue and communicate those to management
- Respond either immediately or in a follow up communication with customer via phone, email or chat about the inquiry status and relay company response in a way that maintains customer loyalty and the transaction
- Become an expert and brand ambassador on the company, products and questions around products
- Identify with and educate the customer about the brand, the origin, features and benefits of all FRS products, promotions and marketing campaigns as appropriate
- Solicit customer feedback as appropriate and natural to the conversations to drive the brand, products, and process improvement for FRS and its customers
- Identify and find or think creatively and collaborate about solutions for issues on accounts, passwords, orders, returns and other issues that may arrive
- Manage time and multi-task to ensure call control and efficiency to meet continuing demand (calls in cue) while maintaining or improving service quality
- Prepare or print reports on call/email/chat volume, response times and topics or issues

The FRS Company

FRS® Customer Care Specialist (continued)

REQUIREMENTS/QUALIFICATIONS:

- The ideal candidate must have a Bachelor's degree or equivalent experience
- Candidate should have at least 3 years of prior work experience in a customer service capacity
- 1 or more years of experience in a contact or call center is strongly preferred
- All positions require some flexibility with work hours/ schedules
- Understands and/or is basically comfortable with Call Systems, online chat, internet explorer, Orderwave, ABLE or like is preferred. Hardware knowledge of (Dell computers or PCs, Allworx phones) is a strong plus
- Must be proficient in Microsoft Office programs and social media and ideally have strong technical skills for reporting and/or problem solving
- Must know ten key, typing skills and type 55 + WPM ideally
- Must be reliable and have an exceptional work ethic
- Exemplifies strong follow through
- Must be a team player and committed to the success of the team and the company
- Someone who understands the value of the customer, the customer experience and the relationship of that to overall sales and brand
- Excellent interpersonal skills and a genuine interest in interfacing with people and building connections
- Superior verbal and written communication skills
- Ability to tactfully probe for leads or upsell opportunities and manage expectations and conflicts with customers when there is not always a clear or immediate solution
- Demonstrated empathy with an ability to defuse upset customers and apologize when appropriate
- Candidates should be committed to service excellence and professionalism
- Ideal candidates will eventually be able to generate leads via in-bound calls or research and manage performance to expected service quality standards
- Adaptable to ever changing circumstances and can bring structure or process to the team or department
- Quick Learner as this person will need to understand process, products, service standards, our business etc.

FRS offers a competitive compensation program. **Please e-mail resume to careers@frs.com**

About The FRS Company

Founded in 2004, The FRS Company is a private company and the developer and distributor of FRS® Healthy Energy® and FRS® Healthy Protein™ a line of health, wellness and performance offerings. FRS® HEALTHY PERFORMANCE™ products are offered in ready-to-drink cans, re-sealable bottles, liquid concentrates, shots, soft and hard shell chews and powdered drink mix forms to meet the needs of active lifestyle consumers. FRS uses the antioxidant quercetin, found naturally in many fruits and vegetables, combined with a patented mix of vitamins and other antioxidants, to provide sustained natural energy. A large body of existing scientific research demonstrates the positive fitness and performance effects of quercetin and the patented FRS formula. FRS products are championed by professional athletes such as seven-time Tour de France winner Lance Armstrong, NFL star Tim Tebow, Captain of the US Women's National Soccer Team Christie Rampone and over 20 professional sports teams. Since 2007, FRS has united with Team **LIVESTRONG** to aid in the fight against cancer. In June 2010, FRS signed an agreement with PepsiCo to distribute the FRS product line in grocery, drug, mass merchandise and club store chains nation-wide. The venture capital and private equity firm, Oak Investment Partners, is a major investor in FRS. Visit www.FRS.com to purchase online or to locate a retailer.