



Job Description: Apprentice Customer Service Representative

Revision Date:	V3 8-2020	Reports To:	Service Director
Department:	Service	Position Type:	Full-Time
FLSA Status:	Exempt (Salary)	Travel Required:	None
Starting Rate:	\$800/weekly	Bonus Plan:	N/A
Direct Reports:	N/A		
Key Relationships:	Internal: Service, Production, and Office teams External: Customers		
Role Purpose:	The purpose of the Apprentice Customer Service Representative (ACSR) is to train with current Customer Service Representatives (CSRs) in order to be prepared for their own dedicated route when one becomes available. They will also assist the department in covering for CSR absences and other needs.		
Key Responsibilities:	Key Performance Indicators:		
Learn the CSR position	<ul style="list-style-type: none"> • Feedback from CSR • GAP w/ Director of Service 		
Assist with routes	<ul style="list-style-type: none"> • Feedback from CSR 		
Excellent attendance	<ul style="list-style-type: none"> • On-time attendance 		
Company Values	<ul style="list-style-type: none"> • Model all company values 		
Safety	<ul style="list-style-type: none"> • Maintain safe practices while driving, at customers and at WMU 		
Job Description:			
Primary Tasks (%) Training/assisting on routes (95%) Secondary Tasks (%) Miscellaneous tasks and reporting as assigned by supervisor or member of Leadership Team (5%)		Top Responsibilities Include: 1. Working with a current CSR to building relationships with existing customers through excellent service 2. Learning how to create direct sale, customer solution and referral opportunities and developing personal style 3. Training on how to effectively interact with the Production and Office teams to ensure timely and accurate garment and invoice processing 4. Assist the Service Department wherever necessary	
Essential Skills:		Essential Values:	
Independent/self-motivated Organized Problem solving Communication		Honesty: truthful and sincere Integrity: follows through on promises Excellence: desires to do everything well Relationships: values and respects others	