

Customer Service Assistant – College Intern/Volunteer Job Description

Position Summary

The Customer Services Assistant works closely with company staff to respond to customer inquiries and requests about our products and services.

Qualifications

- Any major;
- Computer knowledge with proficiency in MS Access and MS Excel;
- Very good math acumen;
- Genuine interest in working with and helping customers;
- Good communication skills;
- Resourceful, well organized, highly dependable, efficient and detail oriented.

Duties

- Responds to customer requests and questions regarding service, products and account information;
- Takes product and service orders;
- Analyzes and rectifies customer concerns using established procedures;
- Uses computer to access and/or update customer records;
- Participates in special projects as assigned;
- Coordinates with regular staff and other interns as needed;
- Assists with other duties as assigned by immediate supervisor.

Mail resume to:

Black Man's Think Tank, Inc.
137 N. Main St., Suite 210
Dayton, OH 45402

Email resume to:

info@bmtt.org