



**SUMMARY:** Customer-oriented individual to act as a liaison to provide product/services information and resolve any situations that our customer might face with accuracy and efficiency.

**ESSENTIAL FUNCTIONS:** Including the following (other duties may be documented and assigned by management and some duties may not apply dependent upon the requirements of the position at each specific Tarter site and/or the strengths of the employee and the needs of the company):

1. Act as the company gatekeeper.
2. Effectively manage and direct large amounts of incoming calls.
3. Identify and assess customers' needs to achieve satisfaction.
4. Provide accurate, valid and complete company information.
5. Generate invoices and receive payments for walk-in customers.
6. Assist loggers with tallying log reports and payments.

**QUALIFICATIONS:** Knowledge, skills & abilities: Must be able to perform each essential duty satisfactorily. Effective interpersonal, organizational, verbal and written communication skills required. This position performs job duties in an ethical and professional manner. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **KNOWLEDGE AND SKILL REQUIREMENTS**

1. Must be able to read, write, and speak English fluently.
2. Ability to multi-task.
3. Strong phone contact handling skills and active listening.
4. Excellent verbal and written communication skills.
5. Ability to organize, prioritize, and perform time management.
6. Attention to detail and accuracy.
7. Problem solver.

**WORKING CONDITIONS:** Team atmosphere working in a fast paced office environment.