

Job Title: Customer Experience Advocate

Reports To: Service Center Leader

FLSA Status: Non-Exempt

Summary Uses basic customer service skills to interact with customers on a daily basis, assessing their needs and solving their problems in the most appropriate, World Class manner, according to the job requirements, policies, procedures and training received from waynes. (Note: Team Members holding this position are expected to remain at this level for 1 year only before progressing to the next level)

Qualifications To perform this job successfully, a TM must be able to perform all essential duties and responsibilities as well as demonstrate all competencies satisfactorily. The requirements listed are representative, but not all-inclusive, of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Duties and Responsibilities (other duties may be assigned)

- Talks with customers by phone or in person and receives requests for services and other various requests including, but not limited to payments, address changes, cancellations, etc.
- Calls customers to schedule appointments.
- Creates account and appointment notes to document customer conversations and requests.
- Runs reports and prints daily work.
- Adheres to all Wayne's policies and procedures.
- Meets the CET I qualifications, skills and competencies outlined in the CET Growth Plan.
- Performs all other duties as assigned.

Further Expectations

To perform the job successfully, a Team Member should demonstrate the following competencies:

- Demonstrates attention to detail, including but not limited to identifying and solving problems in a timely manner.
- Pursues training and development opportunities; Strives to continuously build knowledge and skills.
- Manages difficult or emotional customer situations; Responds promptly to customer needs; Meets commitments by prioritizing and using time efficiently.
- Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting and gets clarification as necessary; Remains open to others' ideas and tries new things.
- Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Balances team and individual responsibilities; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests
- Includes appropriate people in the decision making process.
- Shows respect and sensitivity for cultural differences; Promotes a harassment and discrimination-free environment.
- Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Sets and achieves challenging goals; Demonstrates persistence and overcomes

- obstacles; Measures self against standard of excellence.
- Observes safety and security procedures; Reports potentially unsafe conditions ; Uses equipment and materials properly.
- Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change, delays, or unexpected events.
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