



Customer Service Representative

Position: Customer Service Representative

Event Name: Springs Market (Official Sulphur Springs Farmers Market)

Event Date: October 18, 2025

Loading: 7 AM - 9 AM

Market Operations: 9 AM - 3 PM

Loadout: 3 PM - 5 PM

Overview:

We are seeking a dedicated and friendly Customer Service Representative to join our team at The Springs Market. In this role, you will be the first point of contact for our customers, providing exceptional service and support. You will assist customers with

inquiries, resolve issues, and ensure that all interactions reflect our commitment to quality and customer satisfaction. If you are passionate about helping others and thrive in a fast-paced environment, we want to hear from you!

Key Responsibilities:

Customer Interaction:

- Respond to customer inquiries via phone, email, and chat in a timely and professional manner.
- Provide accurate information about products, services, and company policies.
- Actively listen to customers to understand their needs and provide appropriate solutions.

Issue Resolution:

- Identify and resolve customer issues efficiently, escalating complex problems to supervisors when necessary.
- Follow up with customers to ensure their concerns are addressed and satisfaction is achieved.

Product Knowledge:

- Maintain a thorough understanding of company products and services to provide informed assistance to customers.
- Stay updated on new product launches, promotions, and company initiatives.

Documentation and Reporting:

- Accurately document customer interactions in the CRM system, including inquiries, complaints, and resolutions.
- Generate reports on customer feedback and service metrics as required.

Team Collaboration:

- Work closely with team members and other departments to enhance the customer experience.
- Participate in team meetings and training sessions to improve service skills and knowledge.

Qualifications:

- High school diploma or equivalent; a degree in a related field is a plus.
- Proven experience in customer service, retail, or a related field preferred.
- Strong communication and interpersonal skills, with a friendly and approachable demeanor.
- Ability to handle difficult situations calmly and professionally.
- Proficient in using computers and customer service software (experience with CRM systems is a plus).
- Strong problem-solving skills and attention to detail.
- Ability to work flexible hours, including evenings and weekends as needed.

Benefits:

- Competitive salary and performance-based bonuses.
- Comprehensive health, dental, and vision insurance.
- Paid time off and holiday pay.
- Opportunities for professional development and career advancement.

- Employee discounts and perks.
- A supportive and friendly work environment.

How to Apply:

If you are excited about this opportunity to provide outstanding customer service, please submit your resume and a cover letter detailing your experience and why you would be a great fit for our team to [thespringsmarket@gmail.com]. We are looking forward to welcoming a new member to our customer service family!