

# Bona US

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## POSITION DESCRIPTION

**POSITION TITLE:** Consumer Call Center Specialist

**DEPARTMENT:** Consumer Call Center

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### REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** Consumer Services Assistant Manager /Technical Services and Training Manager

**POSITION SUPERVISED:** None

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### POSITION PURPOSE

The Call Center Specialist holds a key position within the company as this person acts as the face of Bona to our outside customers. This person answers phones and returns phone calls from customers who have questions or concerns in regards to a Bona product; helping to troubleshoot and resolve any issues and educating the customer on the Bona Floor Care system to produce add-on sales. The ideal candidate will have 1-3 years of customer service experience, with experience in a call center environment a plus. The ideal candidate should have exceptional verbal and written skills with a strong aptitude for accuracy and detail, the ability to actively listen to customer needs and represent Bona in a positive and professional manner.

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### PERSONAL ATTRIBUTES & QUALIFICATIONS

#### EDUCATION REQUIREMENTS:

1. Minimum of a high school diploma
2. B.A. is preferred

#### COMPUTER KNOWLEDGE:

1. Types efficiently and accurately and possesses a high competency in Microsoft Office: Word, Excel, & Outlook

#### CREDENTIALS:

1. Must have 1-2 years of customer service experience
2. Must demonstrate self-motivation, enthusiasm, strong organizational skills, and extreme attention to detail
3. Must demonstrate effective verbal and written communication skills

## ESSENTIAL FUNCTIONS

### RESPONSIBILITIES:

1. Answer and return phone calls in a professional manner
2. Respond to customer inquiries via email and phone calls
3. Data entry (SAP or other CRM / contact center experience a plus)
4. Research required information using available resources
5. Handle and resolve customer complaints
6. Provide customers with product and service information
7. Process orders when needed
8. Identify and escalate priority issues
9. Route calls to appropriate resource
10. Follow up customer calls when necessary
11. Assist on various projects when needed

### QUALIFICATIONS:

1. Strong customer service & telephone skills
2. Exceptional active listening skills
3. Exceptional grammar skills
4. Computer savvy – MS office (Word, Excel, and Access)
5. Strong, flexible work ethic and high attendance standards are a must
6. Demonstrate good judgment in problem solving
7. Accommodate customer needs while keeping company's best interest in mind
8. Having a positive and supportive attitude while being a team player
9. Initiates work during slow times without being asked
10. Ability to communicate & interact effectively with colleagues/management to achieve department and company goals
11. Ability to accept constructive criticism and offer feedback
12. Ability to prioritize and meet deadlines
13. Ability to multi-task and handle interruptions

### CORE COMPETENCIES:

1. **Diligence** – Perseveres in accomplishing tasks or objectives and maintains a sense of urgency about getting results.
2. **Develop Relationships** – Builds and maintains relationships that incorporate cooperation, trust, and respect by devoting the appropriate time and energy to facilitate business transactions. Relates to others while building credibility and rapport, communicates in an honest and straightforward manner, and maintains networks.
3. **Attention to Detail** – Completes work in a thorough and complete manner, provides detailed information, and tracks details at all times.
4. **Active Communications (Verbal, Written, Listening Skills)** – Clearly expresses ideas, information, and concerns both verbally and in written format in both

positive and negative situations. Actively listens, offers full attention when others speak, gives verbal and nonverbal cues of interest, asks questions for clarification, and paraphrases to ensure understanding. Actively seeks and disseminates information from and to a variety of sources, accepts responsibility for ensuring that people have the current and accurate information needed for success, and asks questions to open channels of communication. Demonstrates group presentation skills, presents information and numerical data effectively, and actively participates in meetings.

5. **Responsiveness** – Takes action to meet the needs of others, responds timely without supervision, and minimizes delays.