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## Full Time Customer Service Representative

### Essential Duties and Responsibilities

- The position has responsibility for managing existing client relationships.
- A CSR's primary functions are client retention. They maintain communication with clients and stay apprised of industry trends. These employees can gauge their clients' needs and provide the solutions they are looking for.
- The position builds and maintains relationships with clients. They use their in-depth knowledge of the products and services offered by their company and their customer support and client retention techniques to ensure client satisfaction. They may also introduce new products or services to new or existing clients.
- Duties often involve establishing relationships with new clients and managing the needs of existing clients. The emphasis is often less on making the sale as such and more on providing an ongoing service package that might include advice or coaching of one kind or another as well as managing the relationship with the customer.

### Qualifications

- Education: College degree preferred, or minimum of two years of equivalent experience in customer portfolio management
- Must be 21 years old.
- Good communication, organizational, leadership and management skills.
- Ability to work with diverse groups, including multicultural and ethnic organizations.
- Positive attitude and friendly demeanor.
- Ability to work independently.

### Work Requirements

- Schedule: Monday – Friday, some evenings and weekends (40 hours per week)
- Physical dexterity (some lifting of heavy materials and equipment necessary).
- Mental effort: working on the computer during time spent on the job, reading, writing, analyzing, visualizing.
- Sensory requirement: ability to communicate and respond to participants and staff.
- Able to work under stress.
- Excellent attendance required.

Cosmosphere is an equal opportunity employer  
If interested, please email resume: [HR@cosmo.org](mailto:HR@cosmo.org)