

Rivertown Crossings, located in Grandville, Michigan is currently seeking part time Customer Service Representatives to handle customer inquiries within the shopping center's customer service department. The primary goal of the position is to ensure that all guests visiting Rivertown Crossings receive a high level of quality service. The ideal applicant will possess a thorough knowledge of Grandville and the surrounding areas, as well as upcoming events, and will be able to handle all guest inquiries.

Responsibilities:

- Interact with and provide directional information to customers
- Greet customers in a friendly manner
- Answer inbound calls to the Customer Service Desk
- Provide information about stores within the shopping center including product information
- Provide information concerning mall events and activities
- Process gift card transactions and promote the program in order to exceed shopping center's goals
- Assist customers with various ancillary purchases
- Provide information regarding local attractions, transportation and dining
- Arrange transportation and restaurant reservations
- Assist with internal mall marketing promotions
- Troubleshoot and diffuse customer issues
- Participate in training and education programs
- Provide Customer Service Manager with observations, customer comments, and recommendations
- Provide rental equipment (wheelchairs) to shoppers as needed
- Inventory control
- Continually exceed customer's expectations

Qualifications:

- Strong customer service orientation
- Previous cash handling experience
- Outstanding communication skills, both written and oral
- Professional appearance and presence
- Ability to work within a team environment and interact well with others
- Self motivated
- Strong work ethic
- Strong problem solving ability
- Diplomatic
- Courteous and pleasant manner
- Friendly
- Smile
- Accurate and detail oriented
- PC knowledge (Word, Excel etc.)

Customer Service Representatives must be available for a variety of shifts, including a

mix of days, nights, and weekends. Compensation for the part time customer service representative positions is \$9.00/hour

Please email resume to svandenberg@infoplacusa.com or fax to (616) 825-6180. Interested applicants can also apply online at www.infoplacusa.com.