



CUSTOMER RELATIONS REPRESENTATIVE-Bilingual Spanish

PADI, the global leader in Scuba Diver Training, is searching for a full-time **CUSTOMER RELATIONS REPRESENTATIVE-Bilingual Spanish** at our corporate headquarters in Rancho Santa Margarita, California. PADI offers its employees a unique culture centered around an active lifestyle, fun and hardworking colleagues, interesting work, competitive salary and outstanding benefits. We are an amazing company searching for amazing people to join our team!

The Customer Relations Representative is responsible for interacting with company's customers to provide them with information to address inquiries regarding products and services. In addition, they deal with and help resolve any customer complaints. Support and assist with all inquiries, customer relations issues, maintaining prescribed pledges as well as other department functions. Responsible for coordinating cross training and networking with Customer Relations Tech Admins and Supervisors to ensure all needs are met to secure continued success of the department responsibilities.

What You'll Be Doing

- Team oriented and communication is first priority
- Open and maintain customer accounts by recording account information
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Prepare product or service reports by collecting and analyzing customer information
- Contribute to team effort by accomplishing related results as needed
- Manage large amounts of incoming calls
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/team targets and call handling quotas
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Go the extra mile to engage customers
- Resolve customer complaints via phone, email, mail or social media
- Use telephones to reach out to customers and verify account information
- Suggest solutions when a product malfunctions
- Work with customer relations supervisors to ensure proper customer service is being delivered
- Handle changes in policies or renewals
- Respond to members'/consumers' inquiries concerning membership status, benefits and promotional material.
- Understand certification and member monthly approval goals to determine urgency and implementation of daily processing.
- Implement necessary time management planning to assure all tasks are completed within daily, weekly and monthly deadlines.
- Assess and report any programmatic errors that prevent customers from receiving timely approvals on certifications, products and/or services.
- Ensure appropriate fulfillment packages are shipped promptly after approval to meet prescribed pledge times.

- Obtain, understand and maintain requirements and information necessary to cover the Front Desk.
- Communicate any changes or decisions that may affect the overall workload of the Customer Relations Department
- Consistently benchmark development progress on existing job tasks and new job tasks assigned by maintaining daily planned goals.
- Document starting benchmarks and progression throughout each week, month and year.
- Create and/or Print job queues as part of shipping preparation.
- Understand inventory on fulfillment kits along with contents within those kits. Keep them updated.
- Assist with overflow within the Customer Relations Department.
- Maintain and implement annual Corporate Retention policy.
- Assist department on any task that may require their assistance.
- Advise and counsel other departments and employees as an advocate for customers on issues that pertain to Customer Relations when applicable.
- Implement and maintain appropriate customer service levels by managing assigned membership accounts and handling general consumer issues.
- Provide daily reports on processes and pledge goals to department management as directed.
- Assist as back-up in areas within Customer Relations Department.
- Provide prompt follow-up on customer service issues received by phone, email, written and other communication tools.
- Troubleshoot technical support issues from customers on products/services.
- Must maintain complete confidentiality with regard to information received or heard about former or present employees.

Skills and Experience You'll Need to be Successful in This Role

- Bilingual skills (speak, read, write) in Spanish required
- PC literacy; working knowledge of word processing and spreadsheet software including;
- MS Word and Excel.
- PowerPoint (preferred)
- Knowledge of and sensitivity to multi-cultural issues relating to customer service.
- Type 75 words per minute.
- Excellent writing and verbal skills.
- Excellent organization skills; ability to prioritize work.
- Detail orientation.
- Professional positive attitude and telephone etiquette.
- Politically astute.
- Dedication to customer service and satisfaction.
- Multitask
- Listening Skills
- Phone Skills
- People Oriented
- Adaptability
- Ability to Work Under Pressure
- Computer Skills

- Patience
- Negotiation
- Positive Attitude
- Product Knowledge
- Customer Service
- Resolving Conflict

Founded in 1966, PADI has grown consistently through our 54 years in business, continually raising the bar for the industry we are all so passionate about. We know who we are as a company but never let that hold us back from reinventing ourselves and keeping our mission modern and relevant. One thing that stays consistent is our mission to be “The Way the World Learns to Dive”. PADI has certified over 28 million divers during our history, an achievement no other scuba diving agency can claim.

PADI strives to create a work environment that respects individual contribution while maintaining a strong team approach for successful execution of business objectives. The executive team believes in a work-life balance that enables employees to meet their personal and family needs with flexible hours and a robust benefits plan.

If this job sounds interesting to you and you meet these requirements described above, we'd like to get to know you! Please submit your resume & salary requirements to jobs@padi.com . To learn more about our company visit us at www.padi.com

Applicants must possess the right to work in the United States.

PADI is The Way the World Learns to Dive.