



## POSITION DESCRIPTION

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**POSITION TITLE:** Consumer Resolution Specialist

**DEPARTMENT:** Call Center

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### REPORTING RELATIONSHIPS

**FLSA Status:** Non-Exempt

**POSITION REPORTS TO:** Call Center Manager

**POSITIONS MANAGED:** None

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### POSITION PURPOSE

This individual is responsible for delivering exceptional customer service and resolution to Bona customers through phone and written correspondence. The Consumer Resolution Specialist will handle escalated calls from the third party call center and focus on problem solving, issue resolution and educating the customer on the Bona Floor Care System. Most importantly, this individual provides above and beyond communication with our customers so that they feel heard, understood, valued and more connected with Bona. Responsibilities will also include auditing ticket creation, reporting, and maintenance of the internal reporting system and daily data entry. This individual will demonstrate excellent verbal, written communication and organizational skills, attention to detail, and will contribute to a positive team atmosphere.

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### POSITION QUALIFICATIONS AND JOB DUTIES

#### Qualifications and Education Requirements:

1. High School diploma, GED, or equivalent experience required
2. 2-5 years of experience in providing high level customer resolutions
3. Analytical and intuitive; capable of following logic and then making the instinctive leap to a solution; problem solving and critical thinking skills are essential
4. Ability to speak effectively with internal and external customers
5. Strong organizational, time management, and problem solving skills
6. Excellent written and oral communication skills
7. Strong sense of professionalism and active listening skills
8. Ability to use critical and analytical skills to problem solve and use available software/tools (Word, Excel, Outlook and ERP system- SAP preferred)
9. Ability to work independently.

#### Job Duties:

1. Provide quality support service through one-contact resolution to establish a positive customer experience.
2. Accurately respond to questions and assist customers via email correspondence and/or phone calls in a timely manner.
3. Ensures all customer escalations are resolved and is considered "the main point of contact" when Call Center Manager is unavailable.
4. Perform daily/monthly monitoring and management of third party call center ticket audits and reports in excel when the Call Center Manager is unavailable.
5. Provide customers with high level product and service information.

6. Accurately respond to Bazaarvoice inquiries and posts.
  7. Collaborate with internal departments when needed.
  8. Ensure all calls are routed to the appropriate resource.
  9. Research required information using available resources.
  10. Perform daily data entry.
  11. Back-up and support team members during absences and/or heavy volume times.
  12. Other Duties- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.
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## CORE COMPETENCIES

1. **Professionalism** - Upholds organizational values, demonstrates sound business ethics, works with integrity and ethically in all situations, and treats others with respect and consideration at all times regardless of their status or position. Accepts responsibility for actions, reacts well under pressure, follows through on commitments, and demonstrates consistency between words and actions.
2. **Attendance and Punctuality** – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time
3. **Customer Orientation** – Views the organization through the eyes of the customer, anticipates and meets customer needs, solicits customer feedback to improve service, responds promptly, and effectively manages difficult or emotional customer situations
4. **Diligence** –Perseveres in accomplishing tasks or objectives and maintains a sense of urgency about getting results.
5. **Patience** – Allows others to make mistakes without a negative reaction, allows others to learn or understand at their own pace, listens to others before forming a response, and takes the necessary time to work through obstacles.
6. **Attention to Detail** – Completes work in a thorough and complete manner, provides detailed information, and tracks details at all times.
7. **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.
8. **Responsiveness** – Takes action to meet the needs of others, responds timely without supervision, and minimizes delays.
9. **Productivity** - Meets or exceeds productivity standards, completes work in timely manner, and strives to increase productivity.

10. **Analytical** - Synthesizes complex and diverse problems or information in order to systematically identify the cause of the problem, collects and researches data, analyzes the complex data, and offers recommended solutions. Designs, implements, utilize workflows, processes, procedures, and systems, and align areas of responsibility with the organization's objectives to achieve results.
11. **Composure** – Maintains emotional control even under ambiguous or stressful circumstances, including unrealistic expectations, pressing time demands, frustrations, or interpersonal conflict. Demonstrates emotions appropriate to the situation, focuses on solving conflict, and continues performing steadily
12. **Problem Solving & Decision Making**– Able to identify problems, solve them, and show good judgment by isolating causes from symptoms, gathering information from a variety of sources, compiling information and solutions, involving others as appropriate, readily committing to action, and making decisions that reflect sound judgment in a timely manner. Able to identify and choose between multiple options, work well in-group problem solving situations, understand consequences of potential decisions, and support and explain reasoning for decisions.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### PHYSICAL DEMANDS

1. Must be able to remain in a stationary position 50% of the time.
2. Must be able to bend, climb stairs, and continuously stand or walk 25% of the time.
3. Must be able to occasionally move within the office to access file cabinets, office machinery, etc.
4. Must be able to lift 10-20 pounds (for example: packages, copy paper boxes, etc.)
5. Must be able to communicate effectively by listening and also in both written and verbal forms.

#### WORK ENVIRONMENT

1. Generally, works in an office environment but may occasionally be required to perform job duties outside of the typical office setting.
2. This position regularly requires large amounts of time to be spent using and viewing computer screens and equipment, which generally entails regular and repetitive motions.
3. May occasionally be exposed to fumes, airborne particles, or chemicals. All safety procedures should be adhered to in each of these situations.

#### SIGNATURES

This job description has been approved by all levels of management.

**Manager Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Human Resources Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

The employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Bona US is an at-will employer. Therefore, both the employee and the employer retains the option of ending the employment relationship with the Company at any time, with or without notice or cause. Neither this document nor any other oral or written representations may be considered a contract for any specific period of time.