

Customer Service Representative

Job Summary

The Customer Service Representative serves as the first point of contact for prospective clients and customers, offering information about the venue and rental services. They are responsible for ensuring a seamless client experience from initial inquiry to post-event follow-up.

Key Responsibilities

- **Answer client inquiries** via phone, email, and in-person regarding venue availability, rental options, and event services.
- **Provide detailed information** and assist with booking and reservations.
- **Maintain and update client information** in the company's CRM system.
- **Coordinate with internal teams** to ensure that client needs are met and expectations are exceeded.
- **Follow up with clients** after events to ensure satisfaction and gather feedback.
- **Assist with administrative duties** such as data entry, filing, and document management.
- **Handle client concerns** or issues professionally and work toward timely resolutions.
- **Prepare reports and documentation** to support client interactions and service improvements.

Requirements

- **Previous customer service or administrative experience.**
- **Strong communication and interpersonal skills.**
- **Excellent problem-solving and conflict-resolution abilities.**
- **Organizational skills and attention to detail.**
- **Proficiency in office software and CRM systems.**
- **Ability to work independently and in a team environment.**

Each of these roles contributes to the smooth operation of The Dream Space, ensuring clients enjoy a seamless and memorable event experience.