

APPENDIX A



Source Interlink Career Opportunity Form

DIVISON: Alliance Entertainment

POSTING DATE: December 3, 2009

POSITION: Customer Service Rep

HOURS: Mon – Fri / 10:00 a.m. to 7:00 pm

DEPARTMENT: Customer Service

LOCATION: Coral Springs, Florida

CONTACT: Resumes@AENT.com

I. Job Summary and Responsibilities:

- Responsible for the analyzing and investigating various types of customer inquiries.
- Demonstrate the ability to identify customer's needs and expectation while delivering quality service.
- Provide prompt and courteous service to both internal and external customers.
- Answer inquiries concerning ordered and delivered products.
- Thoroughly analyze and investigate customer claims.
- Effectively follow through with customers regarding the resolution of claims and requests.
- Assist other departments with special tasks as directed by supervisor.

II. Education/Experience:

- High School Diploma or equivalent
- Two years experience in Customer Service, Public Relations or related field.

III. Knowledge, Skills, and Abilities:

- Excellent interpersonal and communication skills.
- Excellent organizational and analytical skills
- Excellent ten key and alphanumeric skills (10,000 KPH, 55 WPM).
- Demonstrated ability to work independently.
- The ability to handle multiple tasks simultaneously and set priorities, and work with or without supervision
- Fluent in English; reading, writing and speaking
- Must be able to work independently and in a team environment.
- Demonstrated ability to create and maintain positive working relationships

IV. Physical Requirements:

- The ability to sit for prolonged period of time and view computer screen.

V. Equipment/ Software Used:

- Must be computer literate and have good working knowledge of ACD systems, email management systems, Windows, Outlook, Excel, Word and the Internet, prime mover, PKMS, Kana, Praire Fyre