

# Home Depot Customer Service Representative Job Description

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- Provide in-depth product knowledge of the entire Home Depot product offering, including all categories and specialty departments
- Offer solutions to customer inquiries by using advanced selling strategies and showcasing available products in the store
- Engage customers with personalized service through continually improving customer retention strategies
- Use email marketing tools to send personalized newsletters, product recommendations and special offers
- Identify cross-selling opportunities and promote product add-ons to maximize results and increase average order size
- Maintain strong relationships with key suppliers, working together to ensure a high level of customer service and availability of products
- Promote business through calls, email marketing, social media channels and various other marketing efforts
- Analyze customer shopping patterns to assist in meeting business goals
- Assist with store operations, including receiving merchandise and stocking product throughout the store
- Comply with company policies and procedures, including safety guidelines, in all work activities.