

Job description

Customer Service Representative

Are you a person who approaches and completes work with strong attention to detail and follow-through? Do you prefer tasks done in an orderly and systematic way? Do you strive to achieve a consistently reliable level of accuracy and follow through to ensure success? If you enjoy helping others resolve their problems, work well with structure and guidelines, then this may be a good fit.

Responsibilities: Include but are not limited to;

- ❖ Handle all customer service communications with Clients and their respective staff members; orders, order tracking, general inquiries as well as issue resolution
- ❖ Entering daily orders with absolute accuracy in a time-sensitive manner
- ❖ Prepare and review daily computer-generated reports for distribution to C-Suite & Sales Leadership
- ❖ Contacting & resolving shipping issues with major carriers such as UPS & FedEx
- ❖ Update Client notes based on email/phone communication
- ❖ Contact Clients or Client Staff to confirm receipt of product order and their satisfaction
- ❖ Communicate & Coordinate with Warehouse team to confirm, direct, & process product orders

Requirements:

- ❖ High school diploma (Associates or Bachelor degree preferred)
- ❖ Minimum 1 year of experience in one or more of the following; customer service, data entry, accounts receivables, or shipping
- ❖ Demonstrated passion for excellence with respect to communicating with Clients
- ❖ Computer Literate; working knowledge of Microsoft Word, Excel and Gmail
- ❖ Highly developed sense of integrity and commitment to client satisfaction
- ❖ Meticulous attention to detail coupled with strong organizational skills
- ❖ Excels with inbound and outbound customer service skills via telephone, mail and/or email
- ❖ Collaborates effectively in a team-oriented setting
- ❖ Ability to multi-task in a fast-paced environment
- ❖ Exceptional level of professionalism exhibited at all times

Job Type: Full-time

Salary: \$40,000.00 - \$45,000.00 per year

Benefits:

- Dental insurance
- Health insurance
- Paid time off

Experience level:

- 2 years

Shift:

- 8 hour shift

Weekly day range:

- Monday to Friday

Work setting:

- In-person
- Office

Ability to commute/relocate:

- Brentwood, TN 37027: Reliably commute or planning to relocate before starting work (Required)

Work Location: In person