

Customer Care Representative Opening

Location: 6645 Holder Road

The Customer Care Representative will act as support staff to the Customer Care Supervisor by assisting with customer calls, correspondence, orders, sales support, and projects.

This position requires a self-starter personality that can work independently and efficiently, managing their time to ensure that the work is completed in a timely manner. Bilingual is a plus, but not required.

Primary Responsibility:

- Answer incoming calls promptly in a friendly, professional manner.
- Ensure delivery of excellent customer service through fast and accurate processing of orders, communication and coordinating with other departments to resolve inquiries.
- First point of customer contact for general inquiries like pricing, products, scheduling, and processing of orders.
- Build and maintain business relationships with customers by providing prompt and accurate service to promote customer loyalty.
- File daily and maintain files in an orderly manner.
- New customer set-up.
- Have technical knowledge about our products.
- Organize and maintain all records related to customers.
- Prepare routine correspondence and assist with special projects.
- Typing, faxing, e-mailing, and answering the phone are daily duties.
- Assist with maintaining company database.
- Assist with mailing to customers.
- Distribute the daily mail.
- Assist with calls and processing of orders from online distributors (WMB, Xtreme Defense)

Supervision:

The Customer Care Representative will be under the direct supervision of the Customer Care Supervisor. Requests for time off, calling in sick, and any other concerns will be directed to the Customer Care Supervisor for approval.

Hours:

This position is Non-exempt.

Forty (40) hours of work are required per week, Monday-Friday, 8 am -5 pm. Overtime is possible but will be requested by the Customer Care Supervisor.

Pay Rate: \$15 / hour