

SUMMARY DESCRIPTION:

Provide assistance to customers; process orders; respond to customer concerns; support operations, sales, accounting and general office activities.

SUPERVISION: None

ESSENTIAL JOB FUNCTIONS:

- Receive and respond to customer service inquiries via mail, fax, or email.
- Process customer orders.
- Provide knowledgeable responses to customer inquiries.
- Work with internal departments to ensure customer's needs are met
- Handle customer problems that arise and assist with the resolution.
- Coordinate product returns and credit memos
- Prepare invoices as required.
- Assist sales representatives with inquiries: including quotes, literature, pricing etc.
- Team with accounting, production, and new product development to respond to customer inquiries and concerns.
- Promote products/services
- Other duties as assigned.

QUALIFICATIONS:

- High School diploma or equivalent required. Customer service experience preferred. Work experience in manufacturing a plus. Experience with measurements and wood a plus.
- Interpersonal and organizational skills
- Ability to multi-task and handle a fast-paced work environment
- Teamwork skills essential.
- Strong analytical & problem-solving skills.
- Must have good written and verbal communication skills
- Microsoft Office skills preferred.
- Outbound sales experience a plus
- Bilingual a plus.

Job Type: Full-time