

Position Summary

Each Customer Service Representative accounts for a fundamental part of the business at CWGDD. Primary duties are to provide assistance and guidance to each customer as well as others on the CSR team and develop meaningful relationships with customers to encourage trust and loyalty. Use problem solving and troubleshooting skills when working with customers. This position seeks continuous collaboration with each department outlining flow of information and business strategies.

Duties and Responsibilities

- Answer inbound calls and place outbound calls in an office environment with an overall goal of increasing business, customer satisfaction, and customer retention.
- Use Acumatica to assist in preparing quotes, orders, confirmations, and scheduling.
- Use Acumatica to gather, organize, and process information required for reports.
- Assisting outside sales representatives with customer needs.
- Maintain a general knowledge of customers, vendors, products, and services offered.
- Complete customer follow-ups.
- Follow all documented processes and procedures.
- Assist in shipping & receiving procedures.
- Assist in scheduling, verifying, & documenting "Installed Sales".
- Performs miscellaneous duties as assigned.

Knowledge, Skills, and Abilities

- Able to work in a fast paced and self-directed environment.
- Highly proficient and professional communication skills both verbal and written.
- Capable of learning quickly and retaining critical information.
- Proficient in various programs such as MS Word, Excel, Outlook.
- Able to multitask activities while frequently shifting priority.
- Understanding the products and services offered by the company.
- Self-motivated to make decisions, solve problems, and think creatively.
- Interpersonal and teamwork skills for working in a team environment.
- Excellent time management skills.
- Energetic and prideful in completed work.

Education and Experience

- High School diploma required; Technical/College degree preferred.
- Experience in garage door industry or construction industry preferred.
- Experience with Microsoft Word, Excel, Outlook.
- Previous office experience preferred.