

Promotional Product Customer Service Representative

We're seeking an individual to work in our Richardson corporate office, who will act as a liaison, provide product/services information and resolve any emerging problems that our customer might face with accuracy, respond efficiently to our customer inquiries and maintain high customer satisfaction, as we move forward to our new future.

Responsibilities'

- Manage large amounts of incoming calls and emails related to Promotional Products
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication with both the customers and suppliers
- Maintain a strong knowledge of supplier offerings, promotions, pricing structures, etc.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution Keep records of customer interactions, and process of customer accounts
- Excellent communication and presentation skills
- Ability to multi-task, prioritize, and manage time effectively
- Follow communication procedures, guidelines, and policies
- Take the extra mile to engage customers

Required

- High School Diploma or equivalent
- 3 years of experience in a promotional product customer service/sales support environment
- Experience with direct customer service interaction
- Previously worked successfully in a fast-paced environment

Competitive compensation

Interested candidates should submit their resume to: info@brandkeepers.com