

Do you love taking care of customers? Looking to join a growing organization with opportunities for growth?

**Position Overview:**

The Customer Service Specialist will be a member of the Customer Service team and will handle all facets of customer service. This includes taking customer phone calls, following up with customers on questions, assisting with quotes and pricing, entering orders, and providing assistance to the team as needed. Their overall goal is to provide an outstanding experience to each and every customer with every interaction.

**Essential Functions and Responsibilities:**

- Answer incoming phone calls and make outbound phone calls as directed
- Enter customer orders with a high level of accuracy
- Collaborate with teams to ensure delivery dates are met and to provide accurate and timely communication to customers regarding order status
- Coordinate sample shipments to customers
- Maintain a high level of product knowledge to provide customers with expert assistance
- Represent the organization with a high level of professionalism
- Provide reports as directed
- Communicate potential customer issues and concerns to management
- Provide support as directed when other customer service specialists are out

**Non-Essential Functions and Job Duties:**

- Perform other duties as assigned

**Required Knowledge, Skills and Abilities:**

- Outgoing personality with a passion for customer service
- High level of attention to detail
- Demonstrated ability to follow direction
- Self-motivated and highly organized
- Time management skills, deadline motivated with a sense of urgency
- Extensive knowledge of Microsoft Office applications, especially Outlook
- High level of comfort using a computer and custom applications
- Able to work independently while functioning as a member of a team
- Ability to express ideas in a clear, concise manner both verbally and in writing
- Capable of performing at a high level in an ever-evolving environment

**Required Education and Experience:**

- High School Diploma or GED with Associate's or Bachelor degree preferred
- Customer service experience required

- Experience in the promotional products industry preferred

**Other Physical Requirements:**

- Requires standing, sitting for long periods of time daily
- Must be able to climb stairs daily
- May require lifting, pushing and pulling 1-25 pounds periodically to frequently
- Must be able to distinguish between colors, shapes and sizes on screen and in person
- Must be able to talk, hear and perform business calls or communicate face to face
- Must be able to use a computer keyboard, mouse, phone and other tools
- Will require other office related physical tasks

**About RiteLine LLC** RiteLine LLC is a growing supplier of writing instruments, serving the advertising specialty industry. It is the policy of RiteLine LLC to provide products that meet or exceed our customers' expectations in regards to quality.

*Riteline LLC is an Equal Opportunity Employer (EOE)*

Job Type: Full-time