

## Program Support Specialist

### Epromos Promotional Products

St. Cloud, Minnesota: Accepting remote applications

ePromos Promotional Products, LLC., an ASI Top 40 firm and one of the fastest growing companies in the promotional products industry. We are passionate about helping our clients make powerful impressions using customer merchandise and apparel. We operate through two divisions, ePromos.com: a leading online player, and ePromos Brand Solutions: our marketing agency. We have been recognized by INC 5000 multiple times, we are a seven-time winner of ASI Best Place to Work and our website ePromos.com has been awarded over 20 different best Web Site awards.

The Program Support Coordinator (PSC) is responsible for being the voice of the company through phone, email and chat. PSC is the first point of contact for users/buyers regarding the associated online store we service for them. Specifically, the PSC will assist buyers with the placement of online store orders, product refunds, product exchanges and all other general queries regarding online store functionality and special project requests (custom product sourcing, kitting etc.). The PSC should be comfortable resolving customer complaints via phone, email and chat while bringing issues to full satisfaction. Importantly, PSC should be a team collaborator and strong communicator while working closely with the Major Account Program Specialist (MAPM) & Program Specialist (PS) assigned to the online stores in addition to all Program Ops team members..

Tasks include but are not limited to:

- Task 1 Effectively manage all customer service inquiries
- Task 3 Assist in the order entry and tracking process of all orders in OTS
- Task 4 Record all customer issues on Tracking Log. Elevate urgent matters to Department Manager and assigned MAPM/PS as needed regarding service failures or customer concerns.
- Task 5 Communicate clearly with and provide detailed direction to the warehouse.
- Task 6 Expedient and effective written responses to all customer service emails within one (1) hour
- Task 7 Ensure detailed knowledge of all products, FAQ, special SLA's for each assigned online store

Requirements:

- 5+ years of customer service experience
- Experience in promotional products industry a plus
- Strong customer orientation.
- Must be able to demonstrate excellent communication skills – written & verbal
- Ability to organize and manage multiple priorities.
- Problem analysis and problem resolution at a functional level.
- Excellent interpersonal and communication skills.
- Superior Computer proficiency (ie: MS Office Suite)

- Salesforce Experience desirable
- Be eager to learn to skills and have the desire to improve over time
- Great communicator, Professional Demeanor, Resourceful, Self-Motivated/Disciplined, Strong Conflict Resolution, Positivity, Assertiveness, Team Player, Collaborator, Ability to work remotely

#### Compensation and Benefits:

Salary plus bonus potential. An attractive, comprehensive benefits package includes medical, dental, vision, short term/long term disability, term life insurance, a 401(k) plan with match, paid vacation, and numerous company celebrations. We have been recognized as an ASI Best Places to Work Company

We do not accept resume submissions from third party recruiters.