

Client Experience Representative

ePromos Promotional Products

St. Cloud, Minnesota: Accepting remote applications

ePromos is located St Cloud Minnesota but this is a remote role. You must have the ability to work from a dedicated home office. You are also required to have high-speed internet. Previous experience working remotely in a customer service oriented role is preferred.

Why ePromos?

ePromos has been the industry's leading distributor in the promotional space for over 20 years having pioneered many of the e-commerce practices which are commonplace today. Our award-winning website combined with our sales strategy, service capabilities and enterprise-level solutions set us apart and form the special sauce that is ePromos Promotional Products, LLC. We have a unique culture—one that consists of a flexible and collaborative workforce spread across the country. Our values are strong with a deep-rooted emphasis on giving back as part of our ePromos Cares mission. Together, we have worked year-after-year to continuously raise our standards and strive for growth—each year learning and adapting to what's ahead.

The Client Experience Representative (CER) is responsible for being the voice of the company through phone, email and chat. CER is the first point of contact for users/buyers regarding the associated online store we service for them. Specifically, the CER 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 CER should be comfortable resolving customer complaints via phone, email and chat while bringing issues to full satisfaction. Importantly, CER 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 2 Assist in the order entry and tracking process of all orders in OTS
- Task 3 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 4 Communicate clearly with and provide detailed direction to the warehouse.
- Task 5 Expedient and effective written responses to all customer service emails within one (1) hour
- Task 6 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