



Customer Service Representative Job Summary

Position Summary

Location: In office, Stuart FL

Shift: Full time- Mon-Fri 8am-5pm

To Apply: Send resumes and cover letter to: operations@ububrand.com

Industry: ASI # 140972; PPAI # 786807

Job Summary

The CSR associate provides great customer service that earns loyal relationships and profitable business. As a partner with our sales team, they offer exceptional sales support with their knowledge and friendly personal attention. Together with their salesperson(s), they make a competitive team that is customer driven to generate repeat orders and new revenue streams.

The CSR works within our Facilis Order Flow System to manage orders efficiently and successfully. They develop supplier relationships, which provide extra support when needed. The CSR takes personal accountability for expediting shipments that meet or exceed our customer's expectation.

The CSR associate must interface well with our sales representatives and suppliers to create profitable solutions and good feelings. They lead by example. Their actions and decisions encourage those who work with them to be dedicated to our vision, mission and values.

Roles and Responsibilities

- Manage all aspects of promotional product purchasing (including, but not limited to, hard and soft goods, decoration methods, global outsourcing and fulfillment)
- Source, evaluate and qualify new and existing vendors
- Work directly with vendors and internal personnel to communicate job requirements, specifications, schedules and expectations
- Read and analyze client requirements, product specs, vendor estimates, production schedule and tracker
- Write purchase orders, change orders and update shared docs regarding discrepancies, schedule and tracking



- Work within and outside of our software to source items for quotes
- Learn how to present and sell our online company store platform.
- Report activity while identifying customer's needs, competitive trends, and changing environments.
- Continually increase your knowledge of promotional products and services through training and self learning.
- Maintain an organized customer contact lists to have pulled for e-blasts
- Engage with sales reps and provide them with timely delivery of goods notifications to follow up with customers

Requirements and Qualifications

- Successfully completing our comprehensive sales training which includes product knowledge, salesmanship, and our software systems
- Excellent timely follow-up/follow-through skills
- Strong and professional communication skills (written and verbal)
- Innate ability to prioritize daily workload with a strong sense of urgency
- Motivated, dependable, and self-driven individual who can anticipate and be prepared for possible challenges
- Creative problem-solver who navigates issues with a flexible and proactive approach
- Amazing attention to detail regarding specs, imprint, proofing, schedule, pricing and quality
- Attend all relevant meetings (vendor meetings, team meetings, quality improvement meetings, training, etc.), as required
- Meet and adhere to all procedures, work instructions, quality and safety requirements relative to the job function
- Strong knowledge of PC Platform, MS Office Software, Internet Search functionality and adept at learning new software programs
- Perform required record-keeping, electronic filing, share points, updates, logs, etc.
- Possesses a positive, can-do attitude throughout all exchanges

Process Submitted Orders Using Our Facilis Order Flow System Within 24hrs

- Review Submitted Orders for properly formatted artwork, completeness, accuracy, delivery timeline and acceptable margin. Any job that is found to be noncompliant should be returned to pending and Sales Representative notified immediately by Job Tracker e-mail detailing the issue that must be resolved so job may be processed.



- Create and Send Purchase Order (s) and Artwork to Vendor (s) (Alert Accounting and Sales Representative Immediately if unable to process an order due to Past Due Balance or Credit Limit Exceeded by Job Tracker e-mail)
- Generate Packing Slips and Backorders as needed
- Edit Follow-up Date and Job Tracker with detailed notes as needed so anyone viewing the Job Tracker is well informed and understands current state of job.

Track Orders To Ensure On Time Shipping using the Job Tracker

- Contact Vendor to confirm receipt of order/art and obtain ESD, tracking # or proof status and document in order tracker and manage Follow-Up Date
- E-mail Order Acknowledgement to Customer once ship date provided by Vendor
- Document tracking # including carrier and e-mail Shipping Confirmation to Customer immediately upon receipt
- Properly schedule Follow-up Dates for special action orders (Critical or Critical Rush) to ensure on-time shipment and expedite or escalate as applicable.
- Process vendor acknowledgments/proof approvals on the same day received.
- Follow up with vendors for invoices within 48 hrs after an order has shipped so BI customer is billed in a timely manner and BI can take advantage of rebates by paying our vendors within outlined terms
- Edit Purchase Order, Sales Order and Job Description Header as needed to match Vendor Invoice (i.e. Quantity and Cost) to ensure customers billed accurately, Sales Representative commission paid correctly and repeat orders produced correctly.
- Ensure Job Tracker is completed daily (i.e. no records found)

Product Knowledge and Supplier Relations

- Build relationships with supplier reps by attending office supplier meetings and local tabletop shows (some national shows for Sr. CSR's.)
- Review supplier catalogs and learn product knowledge to quickly provide product ideas and lead-time.



7897 SW Jack James Drive, Suite A
Stuart, FL 34997 USA

Time Allocation:

- Processing Orders: 35%
- Tasks and Daily Follow-up: 45%
- Attending Meetings: 10%
- Miscellaneous: 10%

Education & Experience:

- Bachelor's degree preferred but not required.
- Previous employment experience not required.
- Main attributes are an attention to detail, positive attitude and desire to succeed.
- Experience in the promotional product and/or signage industry is preferred but not required.

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Consider yourself promoted.



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Please submit your resume (video or document) and salary requirement, if you feel you would be suitable for this position to operations@ububrand.com. **Cover letter must state your current status of employment, availability for interview and salary requirement.** Resume must include details of your experience, with specific job duties listed. Thank you.

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