



Position: Customer Sales and Service Representative (Full-Time)

Location: Eden Prairie, MN 55347

About Ball Pro/Diversified

Nestled in the outskirts of the beautiful Minneapolis suburbs, Ball Pro has been a leading supplier in the promotional products industry for over 25 years. We take great pride in giving our customers the absolute best service and product and, if you already know us, you probably know this to be true. Our reputation and our honor actually mean something over here.

Our employees proudly have an average service time of over 7 years. Longevity of employment means not only the company invests in its talent, but it also fosters a work environment that people feel a strong sense of belonging.

Job Summary

Ball Pro is looking for an experienced problem solver to join our team as a Customer Sales and Service Representative. We need a positive individual who can listen to customer service issues and then offer customized solutions to each problem. The ideal candidate will be given training on both the company's customer service policies as well as its products. This person will report to the Customer Service Manager.

Responsibilities/Qualifications

General responsibilities:

- Provides quotes to customers for products and suggests value add product to help increase sales.
- Answers phone calls from customers.
- Update or add customers in SAP.
- Determines root cause for customer or quality issues to reach satisfactory resolution with the customer.
- Processes customer credit adjustments.
- Recommends potential products or services to management by collecting customer information and analyzing customer needs.
- Prepares sample orders
- Manages website chat
- Proofs entered orders for accuracy
- Contributes to team effort by accomplishing related results as needed.

Other skills:

- Knowledge of promotional industry
- Attention to detail
- Quality focused
- Documentation skills
- Strong Phone and listening skills
- Ability to resolve conflicts
- Ability to analyze information and recommend solutions
- Self-directed
- Deadline driven
- Strong verbal and written communication skills to solve customer issues and manage conflicts
- Experience with SAP
- Strong computer skills including Microsoft Office
- Performs well in fast-paced environment
- Team-player
- Strong organizational skills
- College or associates degree preferred or 2-4 years' experience in a customer service office environment