

# Customer Service Specialist

Job location Remote – East Coast

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=5e084852-b8bf-47a9-816d-705268ccdb43&cclid=95879571\\_5287&jobId=391179&lang=en\\_US&source=CC4](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=5e084852-b8bf-47a9-816d-705268ccdb43&cclid=95879571_5287&jobId=391179&lang=en_US&source=CC4)

Do you enjoy researching and negotiating? Are you familiar with the use of promotional products? Do you love working with people and supplying superb customer service and support? Are you looking for a position that is both challenging and rewarding? If this sounds like you, apply to join our team as a Key Customer Service Specialist today! Our Key Customer Service Specialist will create and maintain solid business relationships with assigned sales partners and accounts and plays a critical role in ensuring customer satisfaction.

## What you will do:

- Receive and process telephone, e-mail, Internet, and written orders from customers
- Authorize returns, credits, and exchanges for customers
- Process returns for customers
- Correspond with customers regarding incomplete orders, declined credit cards, backorders
- Research shipping problems with vendors; process claims for damaged or lost packages
- Respond to inquiries and requests from customers and Program Manager regarding orders for warehoused and drop-shipped merchandise
- Ensure product recommendations conform to purchasing objectives
- Perform shipping follow up and claims activities as needed
- Conduct maintenance on orders and follow up on proofs submitted to factory sales partner and client

## What you will need:

- Exceptional customer service skills
- The ability to problem-solve
- The ability to understand product safety laws
- Proficiency in math, writing, public speaking
- Professional negotiation skills
- Must have very strong written, negotiation, and verbal skills

## What's in it for you:

- Full benefit package
- Onsite Wellness Center
- Education reimbursement
- Profit-Sharing
- 401K(with a match!)
- Bonuses for industry certifications

Full-Time M-F

This position is located in our Lewiston, ME office, and may require occasional travel.

(Geiger is an Equal Opportunity/Affirmative Action Employer)