



Division of Wilson Hunt Int'l, LTD
1175 Wheeling Road
Wheeling, IL 60090

Promotional Product Customer Experience Specialist

About Us:

CHAMPRO is a growing branded manufacturer & distributor of team sports equipment and apparel. We are privately owned and have been delivering high-value, traditional & innovative athletic equipment and apparel via outstanding, integrity-driven customer service for thirty-five years. We currently have an immediate opening for an experienced **Customer Service Specialist**.

Position:

The Ad Specialty and Promotional Products Specialist processes customer orders and provides support to distributors and sales. The person acts as liaison between distributors, sales, operations, the warehouse, graphics / art and accounting to ensure our customers get their orders on time and complete. To be successful in this role you should be an excellent communicator who's able to earn our client's trust. Ideally this candidate will have previous experience in the ad specialty or promotional products industry. Ultimately, you will help establish and grow our reputation in the ad specialty and promotional products world as a company that offers excellent customer support during all sales and after-sales procedures

Responsibilities:

- Build and maintain strong customer relationships via phone and email by responding to customer needs with speed, accuracy and professionalism
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Build working partnerships with the sales team by working directly with sales reps to address issues and concerns in a timely manner
- Process orders and return merchandise requests, respond to customer inquiries, provide product information, and address all other customer requests as received
- Work with Accounts Receivables Department regarding credit held orders and address deduction issues
- Handle all customer inquiries and deliver exceptional service to ensure 100% customer satisfaction
- Complete other duties as assigned by the Director of Ad Specialty and Promotional Products

Requirements:

- Ability to Switch Task Successfully
- Ability to Handle Demanding Situations When Dealing with Internal and External Customers
- Ability to Prioritize and Problem Solve
- Patience when handling tough cases
- Strong Written and Interpersonal Communication Skills Mathematical Aptitude
- 5-10% Travel to Industry Tradeshows and Events

Education/ Experience:



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- Bachelor's Degree or related work experience in Business, Business Management, Communications or equivalent
- Ad Specialty and Promotional Products Experience a must
- Knowledge of ASI, SAGE, PPAI
- Experience in a high-volume customer service environment
- Advanced organization and time management skills with ability to manage multiple priorities, projects and deadlines
- Proficiency in Windows, Word and Excel Experience with MAS or AX a plus
- Sports Experience Preferred (Participation or Passion)

Company Culture:

We are proud to offer eligible associates a full-range of benefits including medical, dental, vision and life insurance, as well as short-term and long-term disability, 401K, Profit Sharing, paid time off, holidays, and reimbursement toward gym membership fees. A collaborative atmosphere working together to exceed our customers' expectations, as well as, an Equal Opportunity Employer bringing together diverse individuals to develop new and innovative solutions