

## Customer Service Representative

Booker Promotions, Inc., founded in 1920, has an immediate opening for a **Full-time Customer Service Representative**. If you love a fast-paced, team-oriented work environment then we might just be the place for you! Booker is an imprinted promotional products distributor (a.k.a. SWAG) that assists its clients with creative, effective, and professional sales promotions.

## Job Responsibilities

The customer service representative (CSR) plays a critical role at Booker. A CSR is the link between the salesperson and the client. This position requires heavy concentration on proprietary software platform and phone. The successful CSR shall possess the ability to work efficiently in a high paced environment and multitask numerous assignments from multiple salespeople.

Specifically, once an order is submitted by a salesperson, the CSR then takes ownership of a job handling all vendor and client communication until product has been delivered. Each job has a required delivery date, and the CSR will ensure deadlines are met. Once delivered, the CSR will transfer ownership of job to accounting for invoicing. The CSR is responsible to:

- Submit order and artwork to a vendor as designated by the salesperson
- Confirm order and artwork have been received by the designated vendor
- Confirm order acknowledgment from vendor matches sales order. If not, CSR communicates with salesperson to insure they match
- Resolve out of stock issue with salesperson assistance
- Provide art proof and order acknowledgment to client as directed by the salesperson
- Provide client with shipping confirmation
- Document all actions/communications in job tracker
- Kitting and fulfillment for corporate store programs
- Answering phones

In addition, the CSR may have additional responsibilities beyond the core items listed above. They include but are not limited to:

- Supporting a team of account managers
- Resolving customer/vendor issues
- Collaborating with other departments

## Job requirements and qualifications

- Team player
- Good organizational and time-management skills
- Great interpersonal and communication skills
- Problem solver
- Computer Skills

### **Benefits:**

- Health, dental and employee paid supplemental coverages
- Retirement plan
- Vacation and paid holidays
- Training and mentorship
- Opportunity for growth

As a small company, it goes unsaid that staff members are available to assist with any other project or need Booker may have. Management will certainly not expect participation if it conflicts with meeting core job responsibilities or any personal limitations. Booker is committed to a culture of openness and inclusion.

For consideration, please submit a cover letter and resume to [jobs@bookerpromo.com](mailto:jobs@bookerpromo.com)