



Decoration Customer Service Representative

Position Overview

Reporting to the Customer Service Manager, as a member of the Customer Service Team your goal is to provide customer care befitting the outstanding service reputation Charles River Apparel is known for. Increasing customer loyalty and retention, as well as being an outstanding teammate, are among the expectations of this exciting role. You will achieve this through inbound and outbound phone calls, sales support and data entry, using technology tailored to Charles River Apparel.

Key Accountabilities

- Maintain and contribute a positive, customer centric attitude and approach
- Accept incoming call through our automated queue and respond to email tickets through ZenDesk
- Order entry and maintenance
- Provide timely and accurate resolution to customer issues
- Collaborate with internal teams to ensure customer satisfaction
- Execute on special projects as assigned
- Establish a strong product knowledge to better handle customer questions and provide a consultative, yet conversational experience for our customers

Key Competencies

- Highly motivated
- Ability to take direction and work independently and as a part of a team
- Excellent problem-solving skills
- Excellent written and verbal communication
- Ability to balance business and customer needs/ points of view
- Highly organized with a keen sense of customer expectations

Skills/Education

- High School degree required, some college preferred
- Knowledge of MS Office suite; experience with Salesforce is a plus
- Prior Customer Service experience is preferred
- Previous experience with apparel industry helpful, but not required