



Southwestern Carpets LLC.

Job title	<i>Customer Service Associate</i>
Reports to	<i>Customer Service Director</i>

Job purpose

Provide dedicated assistance to assigned accounts through exceptional customer service. Promote Southwestern's mission of "Setting the Standard." Cross-train in each role within the customer service department in order to create a cohesive team.

Duties and responsibilities

- Use Measure and spreadsheets provided by the Sales department to get measurements for each house
- Verify Measure plan is correct before exporting
- Schedule jobs & confirm builder/homeowner contact information
- Allocate stocking material to job in a timely manner
- Create new work orders in RFMS to reflect selection sheets
- Communicate with the Sales department and the builder when product issues arise
- Troubleshoot as needed regarding backordered material, problems with installations, repairs, shortages, etc.
- Continuously update and confirm accuracy of internal notes in RFMS
- Be readily available and situated at designated work station to answer all incoming calls and inquiries during regular business hours (excluding breaks)

Qualifications

Required Education & Experience:

- High School Diploma or GED, or one to 12 months of related experience or training, or equivalent combination of education and experience
- Previous experience using Microsoft Office and Outlook

Required Skills & Abilities:

- Excellent customer service skills
- Strong verbal and written communication skills
- Ability to prioritize tasks and take initiative
- Willingness to assist other team members when necessary
- Ability to remain seated at a computer workstation for extended periods of time

Preferred Qualifications:

- Experience using RFMS and Measure
- Some knowledge of flooring/floor covering
- Previous experience in a customer service role

Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday, 7:30 a.m. to 4:30 p.m.



Working conditions

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. This is largely a sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand on a stool as necessary. This position requires the ability to occasionally lift office products and supplies, up to 20 pounds.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Southwestern Carpets LLC. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.