



Southwestern Carpets LLC.

Job title	<i>Resolution Team Associate</i>
Reports to	<i>Resolution Team Director</i>

Job purpose

Provide dedicated service to assigned accounts through exceptional customer service. Promote excellence in the floor covering industry. Cross-train in each role within the customer service team in order to create a cohesive team.

Duties and responsibilities

- Type and process all repairs assigned to you daily with a goal to ship out 65 repairs weekly
- Schedule all repairs with homeowners and/or builders
- Allocate stocking material to the job when shipping
- Print picking tickets prior to schedule date and attach to the work order
- Produce work order packets for installers that include job-specific information (material, diagrams, drawings, etc.)
- Continuously update and confirm accuracy of internal notes
- Obtain and verify purchase order dollar amounts requested for the work that is being performed
- Attach all purchase order request emails to the order in RFMS to allow follow-up communication
- 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

Required Skills & Abilities:

- Excellent communication skills
- Strong time management skills
- Ability to prioritize and multitask
- 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.