

Customer Service Representative

Outstanding Branding is looking for full-time Customer Service Representatives to provide professional, high-quality, “best-in-class” customer service in its New York City office on Park Avenue.

When you work at Outstanding Branding as a Customer Service Rep, you will have the opportunity to make a difference in the life of customers. You will listen to, talk with and problem solve the issues of concerned customers.

What You'll Do:

- Work with inbound and/or outbound phone calls, email, social media and other forms of communication to address the needs of our clients' customers.
- Help facilitate, analyze and resolve (i.e., troubleshoot) customer issues.
- Provide product support.
- Investigate and follow up on questions/issues to resolve concerns in an accurate and timely manner.
- Provide solutions, recommendations and product information with a sense of urgency, positivity and empathy.
- Maintaining customer accounts by recording and updating account information.
- Creating and sending Purchase Orders to Suppliers
- Carrying out careful checking of artwork proofs to ensure it meets client brand guidelines and requirements.
- Follow up on orders at each stage – receipt of PO, supply of proof, sign-off of proof received - to ensure every order is delivered correctly and on time.

Qualifications/Requirements:

- Strong desire and passion to help people, or as we say at Outstanding Branding, “Deliver the WOW.”
- Excellent interpersonal, verbal and written communication skills.
- Ability to build relationships with clients, consumers and coworkers.
- Strong organization and time management skills.

Education & Experience

- High school diploma or equivalent (GED, HSED) required. Post high school education is preferred.
- Previous work experience in customer service, sales, training, or member retention required.
- Ability to quickly learn program and product knowledge, work on a PC and navigate a Windows environment.
- Beginner to Intermediate knowledge and use of Microsoft Word, Excel, PowerPoint and Outlook.
- Polished phone demeanor, tone and etiquette is required.

About Outstanding Branding

Outstanding Branding is one of the world's leaders in promotional merchandise solutions. Our job is simple: To help brands out perform their competition by outperforming ours. **We have been named among the Best Places to Work** in the promotional products industry and have achieved numerous accolades in our investment in people and the environment.

Outstanding Branding has over 8 years' experience in supplying promotional merchandise, corporate giveaways, and branded clothing to a variety of different businesses throughout the UK, EMEA, North

America & APAC.

At Outstanding Branding, our team is our most important asset. Every member of our team is motivated by an immense pride and commitment to a set of beliefs & values which shape our business and everything that we do for our customers. We have been proud BPMA (British Promotional Merchandise Association) Charter members since the status was introduced in 2011, and all our employees are trained to the highest standards.

Job Type: Full-time