

Overview:

PWS, a leading Promotional Products Bag and Packaging company in the industry, is seeking a full-time customer service representative. The ideal candidate is detail-oriented, enjoys working in a dynamic, fast-paced environment, and is able to work Monday-Friday with overtime as needed. This is a permanent position. The position can be performed in Brea CA or done remotely. Hours to be determined. Expected to be approximately 8:30-5:00 PST or equivalent in ET. Onsite training for two weeks may be necessary.

Skills/Qualifications:

- Strong verbal/written communication skills
- Must type quickly and accurately
- Good organizational skills
- Attention to detail
- Basic computer skills
- Ability to multi-task and adapt quickly to changing priorities while maintaining a positive, helpful attitude
- Capable of solving problems quickly and effectively
- Familiarity with the artwork and the promotional products industry is a plus
- High school diploma required

Main Duties (not limited to):

- Enter orders into the computer system
- Audit orders prior to going to production
- Ensure expedited orders are processed in a timely manner
- Process orders (including art files)
- Answer incoming calls, fax, e-mail inquiries from customers regarding order status, product questions, pricing, and inventory
- Resolve all customer requirements/issues
- RMA processing
- Ensure customer satisfaction
- Assist Account Executives

Job Type: Full-time

Pay: \$15.00 - \$17.00 per hour (don't need to put it on the listing – but if you have to, it is okay. It is flexible)

Email resumes to: andrea@gopwsproducts.com