

Customer Service Representative Position Specification

Company Background

Gemline is an award-winning, design-centric supplier of high-quality branded consumer products to the promotional products industry. Gemline is ranked as the 13th largest industry supplier by the Advertising Specialty Institute and was named the 2021 Supplier of the Year. The Company's product line consists of a wide range of bags, luggage, business accessories, drinkware, electronics, stationery, writing instruments, gourmet foods and gifts. In addition to its strong portfolio of house brands and Gemline-branded products, the Company offers other high-quality retail brands such as American Tourister®, Anker®, Corkcicle®, Igloo®, MiiR®, Modern Sprout®, Moleskine®, Osprey®, Paper Mate®, Samsonite®, Sharpie®, Slowtide®, Soapbox®, W&P® and Zebra®.

On multiple occasions, and as recent as 2021, Gemline has received the honor of being recognized as a Great Place to Work by PPB, a leading industry publication. Providing an exceptional customer experience to all customers is the Company's number one priority! Every associate has a role in delivering that experience through Gemline's foundational values of trust, integrity, humility, diversity, community and truth. The Company's success is driven by its associates' success – "Pride in People, Pride in Product."

Gemline's culture is filled with collaboration, initiative, engagement, continuous problem solving, strong value for safety and respect for people. We proudly support our local community through a variety of efforts focused on health and education. We are looking for the right customer service team member to provide our customers with an exceptional experience.

The Customer Service Representative will be responsible for managing customer contact received by telephone, email, writing or webchat. They will work actively with internal partners to provide an exceptional customer experience. The ideal candidate for this position will have established customer service experience and a commitment to delivering the highest quality care to all of our customers.

Responsibilities

- Achieves and maintains rapport with customers and works to give them the best possible service/solutions.
- Answer incoming customer calls concerning order status, inventory availability, pricing, artwork, issues, etc.
- Authorizes merchandise returns, credits, and prepares related paperwork.

- Supports the needs of Outside/Inside sales representatives.
- Has knowledge of product line/brand, prices, delivery time, and various marketing promotional programs.

- Updates orders and posts activities such as change notices, scheduling changes, partial shipments, and shipping changes, etc.
- Communicates effectively cross functionally throughout the organization to ensure order completion.
- Prepares written or oral price quotations on decoration techniques, shipping costs, and general pricing issues.
- Receives phone calls, e-mails and fax requests for purchase orders, order changes, adjustments, and cancellations directly from Gemline customers
- Receives and responds to all customer inquiries and complaints. Analyzes requests and resolves customer concerns.
- Responsible for guiding complaint resolution and problem solving in a timely manner.
- Reports any and all negative conditions affecting customer satisfaction.
- Utilizes the company database to retrieve pertinent information required by the customer.
- Follows departmental policy with regards to noting all telephone/email/webchat correspondence in the CRM database.
- Has the ability to identify improvement opportunities.
- Provides switchboard relief as scheduled.
- Able to provide additional coverage as needed for late shift coverage.
- Performs other related duties as assigned by the supervisor or manager.

Requirement/Qualifications

- Ability to deal with high stress situations
- Excellent communication skills, both written and verbal
- Excellent organizational skills
- Strong telephone etiquette skills
- Excellent troubleshooting and problem-solving skills
- Minimum two-years of experience in a customer service/call center environment
- Exceptional interpersonal skills; build strong relationships with customers
- Must be extremely detail oriented
- Must be a team player
- College degree or equivalent work experience
- Must be able to effectively use a PC including Microsoft Office (or equivalent programs) and a Windows based environment
- Ability to adapt to a fast-paced environment.