



**Position:** Customer Service Representative (Full-Time)

**Location:** Eden Prairie, MN 55347 (Remote)

### **About Ball Pro/Diversified**

Nestled in the outskirts of the beautiful Minneapolis suburbs, Ball Pro has been a leading supplier in the promotional products industry for over 25 years. We take great pride in giving our customers the absolute best service and product and, if you already know us, you probably know this to be true. Our reputation and our honor actually mean something over here.

Our employees proudly have an average service time of over 7 years. Longevity of employment means not only the company invests in its talent, but it also fosters a work environment that people feel a strong sense of belonging.

### **Job Summary**

Ball Pro is looking for a skilled problem solver to join our team as a Customer Service Representative. We need a positive individual who can listen to customer service issues and then offer customized solutions to each problem. The ideal candidate will be given training on both the company's customer service policies as well as its products. This person will report to the Customer Service Manager.

### **Responsibilities/Qualifications**

General responsibilities:

- Answer inbound telephone service to customers
- Provide order tracking and shipping quotes to customers
- Telephone and email follow-up with customers and vendors
- Produce creative solutions for customers
- Special projects as assigned

Other skills:

- Must be self-directed and able to complete tasks in a timely and effective manner
- Strong verbal and written communication skills to solve customer issues and manage conflicts
- Strong computer skills, including Microsoft Office
- Knowledge of SAP B1 helpful
- Performs well in fast-paced environment
- Team-player
- Ability to multi-task, manage details and stay organized
- High school diploma/GED required
- Experience in a call center or sales environment preferred