

Job description

Simba Cal is an industry leader with over 45 years of experience serving the Awards and Promotional Products Industry. Simba is currently seeking a Customer Service Representative to join our team! You will be responsible for interfacing by phone and e-mail with our customers that are located throughout the United States.

Responsibilities:

- Process orders through company systems
- Handle all customer requests about products
- Troubleshoot and resolve product issues and concerns
- Handle a high volume of phone calls
- Develop and maintain knowledge of the company and industry
- Adapt to new products, policies and procedures
- Document and update customer records
- Multi-task within different systems

Qualifications:

- Previous experience in customer service or sales
- Ability to prioritize and multitask
- Positive and professional demeanor
- Excellent written and verbal communication skills
- Accurate data entry
- Familiar with Microsoft Excel, Word, Outlook, and any other CRM systems
- Experience in manufacturing and / or distribution (not required)
- Experience in awards and / or promotional products (not required)

Job Type: Full-time / Part-time

Salary: \$18.00 - \$20.00 per hour

Benefits (for eligible full-time employees):

- 401k
- Health insurance
- Paid holidays
- Paid vacation

Schedule:

- 6 or 8 Hour shifts available
- Flexible hours from 6:00am start time to 10:00am start time
- Monday through Friday
- Work from home option after training is completed (3 month minimum)

COVID-19 considerations:

All required COVID precautions in effect