



**Job Title:** Customer Service Representative

**Salary Classification:** Non-exempt

**Reports to:** CSR Manager

### **About Blue Dog Merch**

Named one of PPB's Best Companies to Work For in 2019 and 2021, Blue Dog Merch is an award-winning, full-service promotional products company specializing in the creation and implementation of promotional strategies for our clients. We are a unique one stop shop that can manage the entire process from start to finish, including using our own production and warehouse facilities. Founded in 1998, we are based out of Nashville, TN.

### **Summary of Contribution:**

The CSR associate provides outstanding customer service to maintain Blue Dog Merch client relationships, develop vendor partnerships and deliver profitable business solutions. As a partner with the sales team, the CSR offers exceptional sales support utilizing industry knowledge while being customer focused and highly organized. This position is an instrumental part of the sales process in managing orders in process to delivery ensuring customer support throughout the life of the order.

The CSR works within our Facilis Order Flow System to manage orders efficiently and successfully. They develop supplier relationships, which provide extra support when needed. The CSR takes personal accountability for managing orders to meet or exceed our customer's expectation.

The CSR associate is required to interface well with sales representatives and suppliers to create profitable solutions and long-term partnerships.

### **Duties and Responsibilities:**

#### **Friendly Customer Care and Sales Support**

- Take charge by managing the overall life of the order including:

- Vendor POs
- Issues that occur throughout the order process
- Vendor errors
- Overall timeline management
- Shipping methods and discrepancies
- Communicate and escalate order issues before problems occur
- Develop and cultivate positive salesperson partnerships with proactive support and attention to detail to benefit the overall account team
- Perform other duties as assigned by the VP of Sales and the CEO from time-to-time

### **Process Submitted Orders Using Our Facilis Order Flow System**

- Review submitted orders for accuracy, ensure support documents are provided and confirm production timelines
- Create and send purchase orders to vendors, and artwork for applicable orders
- Confirm order acknowledgements with vendors
- Manage artwork proofs with vendor and customer approval
- Confirm order production timelines, ship dates and expected delivery dates
- Edit Job Tracker and order follow-up notes on an ongoing basis to communicate all order details with sales representatives, management and finance
- Properly schedule Follow-up Dates for special action orders (Critical or Critical Rush) to ensure on-time shipment and expedite or escalate as applicable

### **Product Knowledge and Supplier Relations**

- Build relationships with supplier reps
- Review supplier product lines and learn product knowledge to in order to understand pricing per imprint method, specialty pricing within each vendor and imprint capabilities

### **Primary Interactions:**

- Personal, phone and email contact with sales team, suppliers and clients on a daily basis
- Personal, phone and email interaction with fellow team members including, but not limited to Sales Management, creative teams, e-commerce teams shipping, receiving and accounting.

### **Time Allocation:**

- Processing Orders: 35%
- Tasks and Daily Follow-up: 45%
- Attending Meetings: 10%
- Miscellaneous: 10%

## **Competencies:**

- Customer service focused attitude
- Professional, friendly, polite interaction with sales team, suppliers and clients
- Professional and customer-specific written communication (typing abilities a must)
- Professional and friendly phone voice
- Product knowledge
- Supplier knowledge
- Ability to follow directions as described within Facilis Business Model
- Project Management where kitting projects are involved

## **Education & Experience:**

- Bachelor's degree preferred but not required
- Main attributes are an attention to detail, able to multi-task, self-motivated, results driven, enthusiastic attitude and a team player
- Excellent communication in both written and spoken English and interpersonal skills
- Customer service focused that includes the ability and willingness to consistently go above and beyond to exceed client expectations
- Proven analytical and problem-solving skills
- Strong time management skills and organizational skills with keen attention to details
- Ability to accurately manage multiple projects simultaneously
- Proficient in utilizing Microsoft Outlook, Word, Excel, and strong internet skills
- Able to work 40 hours per week- overtime is possible (Normal hours are 8:00 AM - 4:30 PM CST Monday - Friday)
- Answering and providing exceptional customer service on a multi-line phone system, and in person

## **WHY BLUE DOG MERCH?**

- Facilis Group Partner which includes preferred pricing, training, coaching, and sales incentive programs as well as award winning cloud-based software platform CRM Platform for account management and order processing
- Competitive compensation package
- Long-term growth and development potential within a fun, values driven company
- Full time positions are provided with a full array of benefits including PTO, paid holidays, company paid virtual healthcare and short-term disability, optional dental/vision, and 401K with company match

**Apply today via email: [sales@bluedogmerch.com](mailto:sales@bluedogmerch.com)**

**Check us out at [www.bluedogmerch.com](http://www.bluedogmerch.com)**

