

Client Relations Representative

Hauppauge, NY or Remote

We are hiring a Client Relations Representative to establish and maintain quality assurance and high-quality customer service for our accounts within the Promotional Product industry.

Job Description:

Providing optimal customer service to our customers via phone and email

Administer accurate, valid, and complete information by using the right tools/methods to build relationships and generate sales within the company.

Follow procedures, guidelines, and policies.

Assist our Inside Sales Representatives in monitoring accounts with proactive follow-ups on their orders when needed.

Requirements:

High School diploma, general degree, or equivalent.

Proficient in handling medium to high call and email volume.

Experience working in Customer Service.

Strong follow-up and follow-through skills.

Advanced multi-tasking and time management skills.

Excellent communication and presentation skills.

Basic order/data entry skills are a plus.

Competency in Google Suite (Sheets, Docs, Gmail, etc.).

Energetic and lively personality.

Bilingual is a plus, but not mandatory.