



## **Customer Service Representative**

### **Who's There Group**

Are you creative, upbeat, smart, and productive? Do you know the difference between “your” and “you’re”? Are you out in the world doing fun, interesting things? Do you hate stifling workplaces and the social pressure to wear suits?

Then we want YOU.

We are the Who's There Group—Knock Knock, Emily McDowell Studio, and People, Places & Things—entrepreneurs who've gotten it DONE (and are still getting it done). We create witty, design-driven gifts and books, along with anything else that might strike our fancy. About fifty of us do everything from concepting, writing, and designing our books and gifts to overseeing the all-important logistical dynamics of manufacturing, sales, marketing and distribution. And we're growing! We are looking for a new Customer Service Representative to join our expanding Customer Service department.

- Here are some of the qualities we're looking for:
- Appreciation and exuberance for gift products, stationery, and books
- High level of creativity
- Energetic, positive attitude
- Great sense of humor
- Proactive nature
- Ability to take constructive feedback and pivot accordingly

If this sounds like you, then please read all the official stuff below and get in touch. We want to hear specifically why YOU want to work with US, and why WE want to work with YOU. Tell us your story in your awesome cover letter. We don't look at resumés that come in without one, and an awesome cover letter will demonstrate that you looked at our websites and social media feeds.

### **What You'd Be Doing:**

The Customer Service Representative Level I (CSR-I) is a main point of contact for the Who's There Group wholesale and retail customers, sales reps, and other outsourced vendors. While the concentration of duties is mainly for general Wholesale and Retail divisions, the list of responsibilities below represents the first steps before development into the Level II responsibilities that concentrate on the larger wholesale key accounts.



Aside from providing top quality customer support to all customers, the CSR-I is responsible for daily order processing/invoicing, account management, support to Sales and other departments, special projects, and general office and administrative duties. The position is heavy in data entry and direct communication via phone and email with WTG sales reps, customers, and key outsourced service providers.

### **Job Specific Responsibilities:**

- Collaborate with the CS and Sales Teams to review, process, and manage customer purchase orders received daily, directly contacting customers and/or reps for all required order follow-up to ensure timely delivery
- Respond to and resolve customer and rep inquiries/issues via phone and email
- Manage a select group of smaller wholesale accounts with ongoing training to manage larger Key and Mass accounts
- Manage order exceptions with the CSS and 3PL (order changes, cancellations, shipping errors, corrections, etc.)
- Process customer returns
- Data processing includes:
  - Running credit checks and coordinating account approvals/limits with Accounting
  - Transmitting daily order files to the 3<sup>rd</sup> party logistics (3PL) company
  - Processing shipped orders and accurately invoicing customers
  - Updating customer account info in the customer database
- Respond to and resolve customer inquiries/issues via phone and email
- Manage order exceptions with the CSS and 3PL (order changes, cancellations, mis-shipments, corrections, etc.)
- Upload and process shipped order data into Sage to create invoices and reconcile website & credit card processing reports
- Work with Digital department on website product updates, marketing initiatives, and customer issues
- Process customer returns
- Maintain the office inventory through physical counts and reorders
- Report inventory or product issues to the CSS and OPS
- Manage customer backorders
- Collaborate with the CSS and OPS in analyzing current procedures and policies for improvements on the website, internal software systems, and with order fulfillment at the 3PL



- Respond to and process retailer and catalog requests from WTG's websites, reps, tradeshow, etc., directing potential customers to reps (and Sales team, when necessary)
- Work with the CSS to maintain Customer Account and Customer Service SOPs
- Perform special projects as needed for management
- Manage CS logs and reports

### **Characteristics You'll Embody While Doing It:**

- Bachelor's degree or commensurate experience
- 2 years sales and/or customer service experience
- Proficiency in MS Office suite; experience with Excel and Word required
- Experience with Crystal and/or Sage100 a plus
- Strong and professional verbal and written communication skills
- Strong organizational and follow-up skills
- Ability to prioritize and manage multiple tasks and a high-volume workload
- Strong analytical and math skills
- Must be reliable and punctual with a good work ethic
- Must be a proven self-starter and highly motivated to grow with the position and the company
- Excellent people skills, friendly personality and sense of humor are critical
- Ability to work in a fast-paced and somewhat stressful environment, with periodic crunches for deadlines
- Ability to develop a strong team relationship with coworkers

If you're interested, please peruse our social channels and our websites at [knockknockstuff.com](http://knockknockstuff.com), [emilymcdowell.com](http://emilymcdowell.com), and [peopleplacesandthings.com](http://peopleplacesandthings.com). Send your cover letter (mandatory! why do YOU want to work with US specifically?) and resumé to: [jobs@knockknockstuff.com](mailto:jobs@knockknockstuff.com) with subject line: **Customer Service Representative**. We offer competitive compensation and benefits. EOE. No phone calls, please.