



[AKA the Who's There Group]

## **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 and Em & Friends—entrepreneurs who've gotten it DONE (and are still getting it done). We create witty, design-driven gifts and stationery. About thirty 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. We are looking for a new Customer Service Representative to join our Customer Service (CS) 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, “can do” attitude
- Great sense of humor
- Proactive nature
- Ability to take constructive feedback and pivot accordingly

If this sounds like you, then please read all of 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, and let us know the salary range you're looking for. We don't look at resumés that come in without cover letters or salary range info, and a killer cover letter will demonstrate that you took the time to look at our websites and social media feeds.

### **What You'd Be Doing as Our Customer Service Representative:**

Reporting directly to the Customer Service Manager, the Customer Service Representative\_Level I (CSR-I) is a main point of contact for the Who's There



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Group's wholesale and retail customers, and other outsourced vendors. We're looking for a fast learner, who can quickly master the ins-and-outs of general customer service tasks, before transitioning to manage larger wholesale key accounts and other functions under the umbrella of customer service.

- Provide exemplary customer service across all divisions of business (Wholesale, Retail, and especially Direct-to-Consumer) via phone and email.
- Work with our Accounting team to help to resolve accounting-related customer service issues, help manage outstanding accounts receivable, process customer payments, and post cash receipts.
- Track key account chargebacks, manage chargeback logs, and communicate details to CS, Accounting, and Sales teams as needed.
- Collaborate with the CS and Sales Teams to review, process, and manage customer purchase orders received daily, and contact customers and/or external sales reps for any required follow-up information.
- Data processing responsibilities include:
  - Running credit checks and coordinating account approvals/limits with Accounting Department
  - 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 our customer database
  - Uploading and processing shipped order data for direct-to-consumer orders to create invoices and reconcile website & credit card processing reports

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

- Bachelor's degree or commensurate experience
- 2 years customer service experience required
- Proficiency in MS Office suite; experience with Excel and Word required
- Experience with Sage100 a major plus
- Strong verbal and written communication skills
- Strong analytical and math skills



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- Meticulous organizational skills with ability to prioritize and manage multiple tasks within a high-volume workload
- Independent self-starter with a good work ethic, who is motivated to grow with the position and the company
- Ability to work in a fast-paced and somewhat stressful environment, with periodic crunches for deadlines
- Excellent people skills, friendly personality and sense of humor are critical
- Ability to develop a strong team relationship with coworkers (even remotely)

If you're interested, please peruse our social channels and our websites at [knockknockstuff.com](http://knockknockstuff.com) and [emandfriends.com](http://emandfriends.com). Send your cover letter (mandatory! why do YOU want to work with US specifically?), desired salary range, and resumé to: [jobs@whosthere.com](mailto:jobs@whosthere.com) with subject line: **CUSTOMER SERVICE REPRESENTATIVE**. *Attention to detail is very important in this role, and submissions with alternate subject lines will not be considered, so please be sure to follow instructions!* We offer competitive compensation and benefits. EOE. No phone calls, please.