



CUSTOMER SERVICE CONCIERGE

POSITION: Customer Service Concierge

DEPARTMENT: Operations

ACCOUNTABLE TO: Corporate Production Manager

POSITION DESCRIPTION:

The Customer Service Concierge has a primary goal of providing white glove service to Accessa's customers. White glove service is exemplified by the following actions of the CSC:

- Verbally embraces the customer with a five-star welcome and a fond farewell
- Can orchestrate the customer's call in the best possible way
- Understands customer's needs and connects them to the right person at the right time
- Provides every customer with a superior customer experience

The perfect fit of a Customer Service Concierge:

- You exude warmth, energy and charisma
- You love meeting new people and leave a positive impression on them
- You thrive on the unexpected and perform patiently under stress and pressure
- You get people, and people get you.
- You have a passion for customer service and helping people
- You nurture and help build upon all customer relationships

SPECIFIC DUTIES:

- Greet and assist visitors
- Answer and direct phone calls
- Sales order entry
- Provide status of sales orders to customers
- Select sales orders to be invoiced
- Investigate complaint reports
- Maintain new color match log and process
- Maintain customer contract pricing
- File and maintain closed sales order and correspondence files
- Maintain MSDS & data sheet control
- File and monitor shipping damage claims with carriers
- Distribute faxes and maintain fax machine
- Provide internal sales support to outside sales team
- Provide administrative support to Management Team as necessary



Benefits include but not limited to:

- Paid vacation and Holidays
- Health, Dental, Vision Insurance
- Life Insurance
- Long term Disability Insurance
- 401k Plan with matching

Submit resumes to: Jobs@accessa.com