



Job Title: Customer Service Representative
Department: Customer Service
Reports to: Customer Service Manager
FLSA: Non Exempt

Compensation: \$12.40
Employment Type: Full-Time

Carousel Checks is committed to providing the highest quality products possible. Our catalog of check designs is second to none, and we are continually trying to design new concepts to ensure there's something to fit each customer's own unique personality.

Although specializing in personal checks, we also offer various types and styles of business checks, computer checks, address labels, checkbook covers, pre-inked stamps and much more. Not only do we offer a wide variety of products, but we innovate ways for customers to purchase and customize the items themselves.

We strive to make the best possible products on the market, and in order to achieve this we also need the highest quality employees on our team. We seek extremely talented, hard-working individuals who perform well in a team environment.

Customer Service Representative needed for 10:30am to 7pm M-F.

It's said that there's no second chance to make a first impression. As our Customer Service Representative, you'll be our first impression, the voice of our office conveying a sincere desire to help customers with questions and issues with the goal of encouraging return sales and driving revenue. This job is about more than answering phones and being friendly; your initiative and organizational skills will keep us running at top performance, while your enthusiasm and ideas will shape the environment in which we all work. Your primary duties will include handling incoming calls to our customer service lines, outgoing calls to resolve internal issues, and other duties as assigned.

Responsibilities:

- Engage customers by phone or in-person including inbound and outbound calls.
- Process orders and re-orders.
- Solicit sales of new or additional products.
- Answer questions about products and order process.
- Make corrections on established orders, when appropriate.
- Resolve concerns with current orders.
- Assist customers with any problems regarding orders in transit and received.
- Review orders, shipping and other pertinent data on multiple programs and web browsing.



Requirements:

- Superior customer service experience.
- Call center experience a plus.
- Excellent written and verbal communication skills.
- Excellent computer skills.
- Ability to multitask and prioritize tasks appropriately.

Benefits:

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and an extensive benefits package including paid time off, medical, dental and vision benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

It is the policy of the Company to maintain a drug and alcohol free workplace; the Company reserves the right to randomly request an employee to be tested for the use of alcohol and/or controlled substances.