

## Job Summary

**Order Number:**

NY1399852

**Date Job Order Received:**

12/29/2021

**Number of Openings:**

1

**Company Name:**

Thread Branders

**Job Title:**

Customer Service

**Minimum Experience Required:**

No experience requirement provided.

**Job Description:**

North Tonawanda. Customer Service. Thread Branders. FT. 1st Shift. The Customer Service Representative is responsible for writing up and processing orders through the system for customers. The Customer Service Representative must ensure strong relationships with customers are maintained and improved while upholding and promoting Thread Branders company brand promise: Professional Service, Quality Products, On Time. Essential Duties and Responsibilities: Customer Service \* Customer care and communication \* Determine customer requirements and expectations in order to recommend specific products and solutions \* Recommend alternate products based on cost, availability or specifications \* Present price, credit and terms in accordance with standard procedures and customers profitability profiles \* Obtain accurate information from vendors relating to shipment dates and expected date of delivery \* Monitor scheduled shipment dates to ensure timely delivery and expedite as needed \* Accurately transmit order information to production scheduling \* Increase sales and average order size by means of cross-selling, up-selling, add-on sales and offering promotional sale items Order Entry \* Setup and maintain customer files using industry software \* Accurately process customer transactions such as orders, quotes or returns \* Convert quotes to orders \* Pull designs for embroidery \* Manage Artwork / Digitizing / Customer Approval process \* Customer pickup - get product from back, have customer sign paperwork \* Process payments (cash, check, run credit card) \* All other duties as assigned to meet goals of the company Teamwork and Culture: \* Performing as a team member to ensure all tasks are completed as required \* Ensure the finished product meets Thread Branders standards and expectations Position: Customer Service Representative Reports To: Thread Branders Manager FT/PT Status: FT Direct Reports: None Indirect Reports: None Qualifications: \* Knowledge of industry, product, sales, and customer service principles \* Strong communication skills \* Problem solving capabilities and an ability to work well with others \* Attention to detail, efficient, organized, quality focused, flexible, service oriented \* Ability to work in a fast-paced environment, multi-task and prioritize workloads To apply, contact the employer by email: Email: [hr@threadbranders.com](mailto:hr@threadbranders.com)

**Job Location:**

North Tonawanda, New York

**Pay:**

\$18.00 - \$20.00 Hourly

**Benefits:**

No benefits mentioned.

**Hours per Week:**

40

**Duration:**

Full Time, Regular

**Work Days:**

Monday thru Friday

**Shift:**

First (Day)

**Public Transportation:**

Information not provided.

**Minimum Education Required:**

GED

**Driver Licenses, Including Endorsements:**

No Driver License requirements specified.

**How to Apply:**

To apply, contact the employer by email:

Email: [hr@threadbranders.com](mailto:hr@threadbranders.com)