

Safety Meeting Outlines, Inc.

Customer Care

General Description:

We're looking for someone who is excited about engaging with our customers on the phone or by e-mail in order to educate those customers about our company and our products.

Working with our customers is a top priority at Safety Meeting Outlines. Because of the nature of our business, the customer care representative may be the only person with whom a given customer ever interacts. Customer care has to be delivered before, during, and after a sale. Customer care plays a vital role in our ability to generate income.

Reporting Relationships:

Customer service staff report directly to the office manager and ultimately to the owner of the company. All staff members are expected to work well with others on staff and conduct themselves professionally.

Qualifications:

- Happiness
- At least three years of relevant experience in business-to-business customer service, sales, or similar
- Excellent communication skills:
 - Clear and easily understood speaking voice
 - Thoughtful spoken communication
 - Clear, concise, grammatically correct written communication (documents, letters, e-mail messages)
 - Strong, active listener
- Ability to happily and effectively interact with customers via phone and e-mail
- Comfortable answering phone several hours each day
- Strong prioritization and planning skills
- Ability to focus on precision and detail without getting frustrated about the little stuff
- Proficient in use of Microsoft Word and Excel
- Comfortable and effective navigating and working in a Windows 10 environment
- Very good typing or keyboarding skills
- Experience in the construction industry is highly desirable
- Experience in construction or industrial safety is highly desirable
- Ability to speak Spanish is desirable

Specific Duties:

Customer Care—Some specific, task-level duties include: answering the phone, taking orders, responding to e-mail messages, managing and updating customer accounts, and other related tasks. Listening carefully and understanding the customer's needs are both very important to success in this position. We require outstanding customer care representatives in order to provide an outstanding experience for our customers.

Inside Sales—Growing sales is vital. We actively seek new sales without ever being pushy. To that end, our representatives actively listen to customers and prospects, during both in-bound and out-bound phone calls and e-mail communications. Our representatives combine what they learn from customers with their knowledge of our products to find solutions that provide value to both the customer and the company. They follow up with customers and prospects with whom they've communicated in an attempt to close sales. The goal is to understand our customers' needs and then apply our products or services to satisfy those needs.

Order Entry—Entering and processing orders for products and associated payments is integral to this position. Order entry includes typing data into our computer system, processing payments, processing orders, checking order accuracy, and other associated tasks.

Hours:

Our office is open from 8:00 am to 5:00 pm, Monday through Friday. Depending on the applicant, we may hire for a part time position with somewhat flexible hours between 9:00 am and 3:00 pm, or we may hire for a full-time position with hours of either 8:00 am to 4:00 pm or 9:00 am to 5:00 pm.

Position Location:

The position is at Safety Meeting Outlines' office at 9319 Gulfstream Rd., Frankfort, Illinois 60423. Work from home may be an option after training on custom software is completed in the office.

Salary Range:

Commensurate with experience and education

Contact:

Please submit your resume and any other additional supporting documents in one PDF to:
hr@safetymeetingoutlines.com

Safety Meeting Outlines, Inc.
Phone: 815-464-0200
hr@safetymeetingoutlines.com