



Customer Service Representative

Are you detail oriented, helpful and accurate? Do you enjoy providing high quality customer service? Quintex Services has an immediate opening for a Customer Service Representative to provide quality service to both internal personnel and external customers during a term position ending September of 2019. This opportunity has the potential to become a permanent position.

Duties include but are not limited to:

- Answer all incoming customer calls, ensuring that customer expectations are achieved/exceeded and update Customer Service Module.
- Be the office contact point for Route Service Representatives and Management, providing required information from the company's internal systems.
- Respond to and follow up on all customer requests and communicate changes to appropriate personnel/departments, initiating action as needed to ensure that an excellent standard of service and a high level of customer satisfaction is maintained.
- Initiate, receive, process, and verify accuracy of order information in a timely manner.
- Prepare and distribute daily and weekly reports and order acknowledgements.
- Assist walk-in customers; measure for garments, write up orders, etc.
- Assist in database maintenance.
- Facilitate the collection of competitive information to monitor business trends and opportunities.
- Adhere to company policies and department standards/procedures.
- Provide back-up support to other staff and perform additional duties as required.

The successful individual will possess the following characteristics:

- 2 years progressive customer service or direct marketing experience.
- Effective time management skills and multitasking capabilities.
- Ability to work effectively under pressure and collaboratively in a team environment.
- Detail oriented with excellent interpersonal and communication skills.
- Tremendous problem solving capabilities and ability to handle difficult/unusual situations.
- Typing speed 40 WPM with a high level of accuracy.
- Exceptional computer skills – proficiency in Word, Excel, Outlook, Internet.

Quintex Services Offers its Employees:

- A 4day/40hour work week. (Hours: 7:00am to 5:30pm)
- Medical, dental and life insurance benefits.
- Career advancement opportunities.

Interested candidates are asked to submit their resume via email to: hr@quintexservices.com

AND

Please complete a short assessment by copying and pasting the following URL into your browser: https://assess.predictiveindex.com/oi/salesrep?utm_source=pisoftware&utm_content=%2fAssessments%2fOpenInvitation%2f0&utm_medium=247566 to apply for this opportunity

We thank all applicants for their interest, but only those selected for an interview will be contacted.