

## **Position Description – Customer Service Representative II**

### **About Citadel Brands**

Citadel Brands, LLC is the exclusive North American partner of the **AWDis** (All We Do Is) family of brands that is headquartered in the UK. **AWDis** is one of the fastest growing brands in Europe and has introduced the “**Just Hoods**” and “**Just Cool**” product lines in the USA through Citadel Brands for the past 5 years.

**Just Hoods** is a product line of high-quality fleece hoodies in numerous styles and colors, crew neck sweatshirts, track pants, and letterman jackets.

**Just Cool** is a product line of performance wear polyester, moisture wicking t-shirts, and leggings.

We are expanding our distribution capabilities and will be opening our new corporate headquarters in a newly constructed distribution facility in Kingtree, South Carolina in early Q2 of 2022.

Our team has over 50 years' experience in the promotional apparel industry. With our new Kingtree, SC location, we will be able to service from South Carolina to Texas and from Florida to New York with two-day shipping.

### **Customer Service Representative II**

Citadel Brands has an immediate opening for a Customer Service Representative level II to join our corporate team in our Kingtree, SC location.

The Customer Service Representative II will serve as our face to our customers as their primary point of contact with the number one goal of complete customer satisfaction. The Customer Service Representative II will field incoming calls and emails regarding placing orders, processing returns, and questions or complaints pertaining to our products.

### **Primary Responsibilities:**

Hours are Monday – Friday 8AM – 5:00PM

- Serve customers by providing accurate product information and resolving product problems
- Attract potential customers by answering product questions and suggesting information about additional products
- Open customer accounts by recording required account information
- Resolve product or service issues by clarifying the customer's complaint, determining the cause of the problem, selecting, and explaining the best solution to resolve the issue
- Field emails, phone calls and respond promptly
- Placing orders via the ERP system
- Ability to manage / own larger distributor accounts and interact with them directly on a daily basis
- Build sustainable relationships and trust with customer accounts through open and interactive, positive communication
- Provide accurate, valid, and complete information using the right methods and tools

- Keep records of customer interactions requiring follow up
- Contacting sales leads from trade shows as follow up
- Perform order verifications for order pickers in the warehouse as needed during busy times

**Requirements:**

- Associate or bachelor's degree preferred, or 3+ years' experience in customer facing role
- Strong phone skills and active listener
- Ability to utilize a computer
- Intermediate level skills with the Microsoft Office Software Suite (Word, Excel, etc.)
- Customer orientation and ability to adapt/respond to different character types
- Excellent communication and interpersonal skills
- Quality focused
- Attentiveness and patience
- Ability to find the positive in any situation
- People oriented and friendly
- Regular attendance

**Benefits:**

- Medical, Dental and Vision benefits
- Paid holidays and PTO