



Title: Customer Service Representative
Department: Customer Service
Reports to: Customer Service Manager

Job Summary:

Better Life Technology is seeking an enthusiastic and customer centric individual for our Customer Service Team. You will serve as a vital link between retailers, customers, inside and outside sales as well as our manufacturing plant. This position is responsible for daily order processing, fielding customer calls, product, technical and sales support as well as special projects. Accurate data entry, ability to multi-task while showing exceptional attention to detail and good problem solving skills are necessary to excel. This position has the opportunity for growth within the customer service team as we continue to grow our business and expand into new markets. If you believe Customers are the most important part of a business, and seek to be part of a growing company and team, this position is for you!

Summary of essential job functions:

Customer Service: Establish relationships and open communications with customers, vendors, and sales reps. Responsible for reviewing new customer accounts to ensure that service level requirements are met while processing orders.. Review, research and resolve discrepancies between Purchase Order and Invoice / Shipment, which may include incorrect product received, short shipments, lost or damaged orders then communicate back to the customer a resolution.

Product Knowledge / Technical Support – Gain knowledge and become a product specialist to educate prospective and current customers on the products we offer. With a wide range of resources, be able to identify and troubleshoot customer inquiries to provide solutions. Ability to listen to the customer and provide them with the best product to fit their needs.

Order Processing: Responsible for customer order flow and processing in a timely and accurate manner. Responsible for receiving customer orders, reviewing for accuracy, and communicating via phone and/or email to customer to resolve any issues. Responsible for reviewing reports and communicating with our manufacturing plant to ensure we are meeting customer expectations. Orders are processed across different entry methods including manual entry and EDI.

Sales Support: Support and assist all sales reps and sales groups to give them information needed including processing orders and quotes.

Special Project Assignments: Projects as assigned to department/groups/individuals. Collaborate with team or individually on ideas and concepts based on direction given to the team by management or team leader.

Other Responsibilities: Cross train with other members of department to handle any and all areas of customer service and sales support. Any and all other daily tasks assigned.

Position Requirements:

- Customer Oriented (Our customers are #1)
- Excellent Communication (both written and verbal)
- Develop and continually increase product and technical knowledge
- Attention to detail while multi-tasking
- Excellent Problem-Solving Skills
- Keep clients updated on their order status, shipments, and warranties
- Math skills for determining quantities and unit conversions
- Capable of working independently and as part of a team
- Ability to meet deadlines
- Self-Motivated
- Full time position

Background Requirements:

- Minimum 3 years Customer Service Experience preferred
- Proficient Data Entry Skills
- Proficient in Microsoft Office (Outlook, Word, Excel)
- High School Diploma/GED required
- Associates Degree Preferred
- Required Language - English

Benefits:

- Standard Benefits available after qualifying time period
- 401k
- Relocation costs not available
- Job Type: Full-time

Job Location:

- Lenexa, KS