

Customer Care Representative

Location: Westlake, Ohio

About the role:

SuperFlash Job requirements:

- Show the ability to understand the shipping and receiving process of SuperFlash
- Be able to ship and receive as needed
- Understand the SuperFlash ordering process
- Experience in QuickBooks preferred but not required
- Must learn and understand how to enter quotes and orders in QuickBooks
- Show the ability to learn and understand the technical aspects of the SuperFlash products

OxyGo / Applied job requirements:

- Show the ability to understand the OxyGo Business model
- Associate will be trained on our data entry order system (Epicor) to input orders from our business customers, which will be generated via web, phone, EDI, and fax
- Ability to handle incoming calls promptly and professionally
- Ability to promote and upsell monthly specials and promotions

Shared job requirements:

- Support customer care tasks (phone calls and data input) on daily basis
- Understand the needs and expectations of the customers and provide relevant solutions
- Demonstrate the methods of using products and resolve customer queries
- Responsible to achieve customer satisfaction
- Take customer calls, provide technical support by explaining details of the products
- Identify opportunities and ways to improve the overall customer experience
- Make efforts to suggest and improve goodwill of the organization
- Responsible to fulfill a variety of Customer Care tasks for all our Divisions (OxyGo, AHHE, SuperFlash Compressed Gas Equipment)

Our ideal candidate:

Education and Experience

- An Associate Degree in Business or equivalent experience in related field
- 2-3 years of customer care experience

Skills and Abilities

- Proficient Microsoft Office Suite
- Excellent communication skills; written and verbal
- Persistent but respectful and courteous
- Highly motivated

What we offer:

Benefits:

- Medical
- Dental
- 401(k)
- Life Insurance
- Long-Term Disability Insurance
- Paid vacation
- Paid holidays

Position Type: Full-time, Monday through Friday

Salary Range: Compensation commensurate with experience

EOE, all candidates subject to drug screening and background checks