

Stylmark, Inc.

Open Position: Customer Service Representative

You haven't experienced a company like Stylmark before! We are an employee-owned leader in designing and manufacturing finished fixtures and full solutions, including aluminum and steel, LED lighting, displays, showcases, fitting rooms, shelving and more.

Our Opportunity:

The Customer Service Representative at Stylmark is responsible for support to customers and prospective customers in order placement, product education, literature and sample requests, and problem resolutions to ensure a high level of customer satisfaction. Performs a variety of complicated tasks utilizing a wide degree of creativity and latitude.

Key Responsibilities

- A. Responds to customer requests received by telephone, e-mail, and facsimile.
- B. Responsible for customer related decisions regarding credits, debits, and order fulfillment.
- C. Generates standard price quotations and basic take-off requests.
- D. Handles customer complaints in a timely and professional manner.
- E. Performs follow-up documentation to complete order processing.
- F. Enters processed orders into computer system accurately and completely.

Desired Education and Experience

High school diploma or equivalent education and/or experience required. A minimum of one year experience in a customer service position or related area with heavy telephone and customer contact highly desired. Exposure to technical, detailed, or manufactured products preferred.

Sound like you?

We are an entrepreneurial, family-like environment where everyone's ideas matter and add value. We have fun, collaborate and learn from each other.

Stylmark offers a strong total compensation package including:

- Market competitive salary
- Employee Stock Ownership Plan
- Medical
- Dental
- Paid Time Off
- Holiday Pay
- Short Term Disability
- Long Term Disability
- 401(k) / Roth with Employer Match
- Underground, free parking

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

Job Type: Full-time

Annual Wage: \$35,000 – \$46,000*

*Pay is dependent on skills and/or qualifications