



THE ORIGINAL

Position Title: Customer Account Representative – Customer Service
Department: Customer Relations
Reports To: Customer Service Supervisor
FLSA Status: Non-Exempt
Posting Date: September 1, 2021

SUMMARY

This is a full-time position that works directly with customers and representatives on sales quotations, status calls, delivering and service. Assists on various sales/customer service projects as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Answering calls, assist customers, representative showroom salespeople and outside salespeople (currently 18 showrooms, 120 salespeople) on CONRAD products. Build customer and representative relations. Build sustainable relationships and trust with customers and representatives through open and interactive communication.
➤ Provide price quotations (verbal, written or typewritten) for retrofits and replacement orders. Follow up is essential.
➤ Provide customer support on motorized projects (this may include working with the installer or electrician as well as the designer/architect).
➤ Gathers the necessary information concerning customer/representative needs by phone or in person, examines records such as orders, quality control sheets, invoices, computer printouts, bills of lading, and related documents and correspondence.
➤ Converses or corresponds with customers/representatives and other company personnel such as billing, credit, sales, service, or shipping staff to obtain facts regarding customer inquiries and service needs.
➤ Examines pertinent documentation to determine accuracy of customer complaint and identify an appropriate course of action.
➤ Responsible for taking a proactive approach to servicing customers.
➤ Ensure excellent customer service is provided. Ensure excellent service standards respond efficiently to customer inquiries and maintain high customer satisfaction.
➤ Documentation is essential.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum of one-year experience (preferably in the wholesale home furnishings industry) with excellent verbal and writing skills. Must be organized, self-motivated, and detail-oriented, with good sales and customer service skills.

Must have word-processing computer experience.

55 wpm typing speed (flexible)

ADDITIONAL SKILLS: Ability to multi-task, prioritize and manage time effectively.

EDUCATION and/or EXPERIENCE

Associate's degree (AA) or equivalent from two-year college or technical school; one year related experience. Transferable customer service and sales skills, interior Design, design, creative arts, or home furnishings industry experience/knowledge.

Table with 3 columns: CONRAD IMPORTS, CUSTOM HANDWOVEN WINDOW COVERINGS, 540 BARNEVELD AVENUE SUITE H SAN FRANCISCO CA 94124, TEL 415.626.3303, FAX 415.626.6302, WWW.CONRADSHADES.COM

BENEFITS AND COMPENSATION

Salary: \$50,000 plus.

Benefits include medical, dental, vision, disability and life insurance; 401K with immediate 100% employer vested matching; profit-sharing; medical and childcare flexible reimbursement plan; fifteen paid time off days and continues to increase with length of employment; discretionary annual bonus; and more!

More about CONRAD:

CONRAD is a rapidly growing employer with a dynamic and diversified work culture. We offer the opportunity to excel in the interior design and sales fields, working with a very high quality, unique and specialized product. We offer an excellent compensation and benefits package and promote ongoing career and personal development. We maintain an appropriately casual atmosphere. We are easy to locate in the sunny Bayview district.

We invite you to visit our website at www.conradshades.com!

For consideration send your cover letter and resume to:

Yolonda Greenwell-Reese, Human Resources Dept.

E-mail: Jobs@Conradshades.com

Fax: (415) 741-2849

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