



100% EMPLOYEE OWNED

Job Summary:

JLA Supply is looking for an energetic, self-starting, organized team player to fill the role of Customer Service Representative.

At JLA Supply, a Customer Service Representative works to build relationships with customers as a knowledgeable and helpful professional, creating customer satisfaction and adding value to the customer's buying experience. A Customer Service Representative communicates with customers and vendors in person, over email and by phone to obtain and up-sell orders. In this way, they are responsible for helping achieve sales revenue goals and supporting Outside Sales staff. They will strive to gain a better knowledge of our industry and portfolio of products and manufacturers to better serve our customers.

JLA Supply is a vibrant and fast-paced environment where self-motivation, passion, and resourcefulness are rewarded.

Responsibilities:

- Receive, process, and follow through with requests from customers or Outside Sales staff (including price quotes, orders, returns, cancellations, product information and availability, invoice inquiries and corrections) via walk-in, email, or phone.
- Maintain a high level of technical knowledge via vendor training and resources.
- Carry out market research, competitor and customer technical inquiries.
- Quickly and smoothly resolve customer problems, address emergencies with the highest priority.
- Coordinate delivery and/or pickup of customer orders with operations team.
- Maintain accurate "open order" records to follow through on orders and maintain sufficient product stock.
- Stock and maintain store/showroom displays.
- Participate in monthly inventory cycle counts, identify discrepancies, and correct.
- Reconcile cash drawer and prepare bank deposits.
- Adhere to pricing guidelines and policies of the accounting department.
- Maintain a neat, clean professional appearance of the self and the office.
- Other duties as assigned.

Qualifications:

- Must be able to communicate effectively with coworkers, customers, vendors, and management.
- Must be able to learn, retain, and recall large amounts of product information.
- Intermediate experience with Microsoft Office, Outlook, and Teams.
- Previous front-line customer service/sales experience (building products industry preferred).
- Must be able to multi-task and handle a fast-paced environment.
- High school diploma.