



**Sunbelt Marketing** , a wholesale distribution company which represents numerous manufacturers within the plumbing/HVAC industry, is seeking a **Customer Service Representative** for our Austell branch. The qualified candidate must have the ability to work in a fast paced environment while being self-motivated to provide exceptional customer service. All candidates must have effective listening and verbal communication skills, proven ability to meet/exceed set goals, and be receptive to coaching and feedback.

**Responsibilities include, but are not limited to:**

- Sharing knowledge and information that is appropriate, accurate, and timely based on customer inquiry by phone or electronic communication
- Answering incoming calls, acting as the first point-of-contact to understand and manage the customer's needs, and represent Sunbelt with a focus on providing exceptional customer service
- Processing incoming orders accurately in a timely and efficient manner according to departmental processes
- Managing and resolving customer issues/complaints in a courteous manner
- Interacting with other Sunbelt associates and relevant parts of the system (i.e. Purchasing, Logistics, Accounting, Sales Managers, etc.) to ensure our customer's expectations are met and exceeded

**Relevant Requirements:**

- College Degree Preferred; High School Diploma/GED Equivalent Accepted
- 2+ Years of Customer Service and/or Order Entry Experience
- Effective verbal and written communication skills
- Strong Computer Skills and High Level Proficiency in Microsoft Office
- Ability to multi-task, utilize logical thought processes, and function in a fast-paced environment
- Proficient at time management
- Excellent attention to detail as demonstrated in accurate order entry
- Must be a true team player, personable, professional, and flexible with a high level of integrity

**Available Benefits:**

- Competitive Wage, Depending on Experience Level
- Medical, Dental, Vision and Life Insurance
- Short and Long-Term Disability Insurance
- Telemedicine Benefit
- ESOP / 401K
- Paid Vacation / Holidays

Sunbelt Marketing is an Equal Opportunity Employer --- EOE M/F/D/V