

## **E-COMMERCE CUSTOMER CARE REPRESENTATIVE**

Vexwire LLC is an established, rapidly growing e-commerce leader in the wireless electronics, industry! We are looking for a talented customer service professional to join our team. We are looking for an E-Commerce Care Representative that is a stickler for impeccable service, is very detailed oriented and takes pride in solving problems, finding solutions and providing excellent customer service. We have a great team and are looking for positive individuals who possess exceptional communication, interpersonal and organizational skills with the ability to multi-task within a high volume environment.

If you share our passion for superior customer service and want to participate in our growth and success, submit your resume for immediate consideration.

### **Position Overview:**

Ideal candidate will be responsible for providing best in class customer care, order acceptance and processing, troubleshooting errors, liaison between the customer care team and other internal departments such as IT, shipping, receiving, as well as with external vendors like eBay, PayPal, USPS and UPS.

Field pre and post sale inquires via phone and email; maintain multiple consumer accounts, handle orders, shipments, claims, and feedback in accordance with company policies and procedures.

### **Responsibilities:**

- Guide customers through our ordering process in a fast-paced environment.
- Communicate with a positive, friendly demeanor with customers via phone, email, and chat.
- Help customers navigate our website and place orders online.
- Verify billing and shipping addresses, credit status, and inform customers of any problems. Notify customers of product backorders and anticipated availability.
- Provide knowledgeable answers to questions about products, pricing, and availability.
- Work with various internal departments to meet our customers' needs.
- Work with customers to resolve product returns, shipping inquiries, and order status questions.
- Submit quotes for high-quantity orders and custom items and follow up on quotes.
- Report all product, service-related, and system trends to the Customer Care Supervisor.
- Generate delivery intercepts, return authorizations and/or claims as necessary.
- Assist in the fulfillment and execution of periodic marketing promotions.
- Other general administrative duties (e.g., filing, data entry, etc.) as assigned

### **Qualifications**

- Have 3+ years of call center and online chat experience (preferably in an e-commerce or email based setting)

- Professional phone manners and excellent verbal/written communication skills
  - Be comfortable with e-commerce website, communicating with direct consumers over the phone, online and via email
  - Genuinely care about customer satisfaction and be a great communicator
  - Experience with E-Bay, Amazon, Walmart or other marketplaces a major plus!
  - Minimum of Associate degree highly desirable
  - Be able to think on your feet and be an excellent problem-solver
- Proficient in the use of the internet and with web-based technologies
- Expected hours for shift are 9am to 6pm
- Be proficient in MS Office Suite and Outlook

## **ABOUT US**

As an associate with our team, you will be part of a stable and established company with consistently strong performance and growth. We encourage you to contribute fresh new ideas, to ensure the expansion and growth of the company. We operate in a family oriented environment and a leader in the wireless device market, yet just the right size to know and recognize our employees by name. Ours is a team-oriented culture where employees contribute their skills and experience to make recommendations that will continue to grow the business.

In return, here's what we offer:

- Medical
- Dental
- Vision
- Flexible Spending Account Options
- Life Insurance
- Paid Time Off
- Holiday Pay
- Employer matched 401k plan