



Springfield, OR • Customer Service

Description

Richardson Sports, a nationally recognized headwear and apparel manufacturer is looking for energetic and motivated individuals to join our customer support team.

Check out our 50th Anniversary Video to see what our company is all about: <https://vimeo.com/485672706>

What we offer:

Fully covered medical and dental benefits upon eligibility!

A wonderful modern work environment with a positive culture that promotes creative thinking and a can-do attitude. We have amazing amenities to offer our employees that help create a workplace that you are proud to come to every day. We have an in-house barista, an in-house gym (as well as discounts on gym memberships), two cafeterias, and many more benefits!

Position Summary

Our Customer Support team is charged with providing excellent customer service to authorized Richardson dealers and distributors in our Team, Corporate and outdoor sales divisions. The Sales and Customer service rep is responsible for processing orders and fielding questions from customers concerning our products, the availability of those products, and delivery times. This position works closely with our sales management team to help accounts find the best solution to a product need or request. The ideal candidate enjoys working independently or as a team to ensure all customer satisfaction with our products and services. We are looking for fun, energetic, and engaging individuals with strong written and verbal communication skills that enjoy working in a fast-paced environment.

Responsibilities:

- Develop and cultivate a trusted relationship with accounts
- Process a variety of stock or custom make to order purchase orders from authorized dealers and distributors across our three sales divisions.
- Effectively communicate with accounts concerning product information, inventory availability and delivery times.
- Develop a complete knowledge of the products and services Richardson offers
- Assist customers with problem resolution as needed while maintaining a trusted relationships with accounts.
- Work with our outside sales reps and inside sales managers to ensure accounts are getting excellent customer service.

Requirements

- Excellent written and verbal communication skills.
- At least a year of Customer Service-related experience.
- Professional or educational experience with communication with customers/clients via phone call and e-mail.
- Proven work experience as an Account manager, Key account manager or other relevant experience
- Ability to communicate, present and influence credibly and effectively at all levels of the organization
- Solid experience with MS Office and strong computer and key boarding skills.
- Experience in delivering client-focused solutions based on customer needs.
- Proven ability to manage multiple projects at a time while paying strict attention to detail.
- Excellent listening, negotiation and presentation skills.
- High School Diploma or GED but college preferred

Full time in office position; Monday - Friday 7:30am-4:00pm.

Starting Wage: \$18.00