



Sales Support Representative

Full time, non-exempt, paid hourly

Job Description:

Answer customer questions and complaints, reply to emails, route calls and often follow up with potential clients by making sure the product or service sold by the sales department has been delivered as promised. Daily update of order, measure, installation and dealer systems, Follow up on service work orders until order is completed.

Requirements:

- Minimum of 2 years of customer service experiences, preferably in window covering or home furnishing industry
- Experience with technical products and/or manufacturer a plus.
- Excellent in verbal and written communication
- Proficiency in Microsoft Office. MS Excel is a MUST.
- High School GED
- College fresh grads with no experience will be considered if he/she has good communication skills and proficient in MS office.
- Ability to pass a basic writing and Excel test.
- Excellent phone skills
- Positive attitude
- Outstanding organizational skills and a keen attention to details
- Valid references
- Bilingual is a plus but not required
- Familiar with California cities, traffic corridors and transit times
- Willing to embrace software, product and procedure training.