

**Company Purpose:**

To provide a great place to work, resulting in personal AND customer satisfaction that exceeds what can be found elsewhere. We accomplish this by being nice, thoughtful, pragmatic as well as excited by service and technology in our lives.

Customer Service Representative

The Customer Service Representative (CSR) is responsible for AMAZING our customers and creating a WOW experience when people contact IT Supplies. This will be done by living out our **Company's Purpose** to our customers, vendors and each other. This is a highly visible role and is critical to our success as a company.

Working hours for this position are M-F 8:30A-5:30P

Job Description

Most of your time will be spent at your desk answering calls and placing orders for our valuable customers. Your goal is to create a memorable experience that exceeds the expectations of the person you are dealing with. The majority of the calls you will take involve customers or prospective customers looking to buy supplies for their photo and fine art printing devices. We also sell hundreds of printers a year for photography, art, graphics and poster printing. There will be times during the day when many calls and requests will come in and your ability to multi-task and work quickly will play a key role in your success. Your work and lunch schedule will be firm and punctuality will be required as our customers and your team mates rely on you.

In addition to fielding those calls, here are some other things you may find yourself doing:

- Placing an order for a customer via Sales Pad our Order Entry System
- Processing a customer return
- Facilitating a RUSH order for someone who needs product ASAP
- Tracking a shipment from our internal system as well as 3rd party shippers
- Creating a quote for a customer
- Making recommendations to a customer on paper, ink or hardware
- Receiving/responding to an email for a customer
- Chatting online with a customer via Snap Engage Live Customer Chat
- Resolving challenging customer issues
- Entering a faxed or emailed order
- Trouble shooting basic printing questions/issues for customers
- Contacting a customer who has expressed interest in our products
- Helping out or serving as a back-up for your team mates
- Participating in internal team meetings
- Calling back customers that need assistance
- Keeping current with promotions, technology and our internal systems
- Learning new things, attending training on new products and technologies

Our Company and work environment

As we live out the **Company Purpose**, we find ourselves laughing together, helping others, asking questions, constantly learning and developing as individuals. You should have a desire to do the same. You should also be a person who does what you say you are going to do and one who chooses integrity above all else. Finding employees like this has created an environment that is attractive not only to new candidates, but also to our customers and vendors. IT Supplies is a dynamic, diverse, energetic organization and has been selected as a one of the Chicago area's Best and Brightest Companies three years in a row. We offer health benefits, 401K with employee contribution match as well as paid holidays and vacation time. Our employee break room is well-stocked and we host a variety of fun company sponsored events throughout the year.

Skills

Exceeding our customers' expectations is what we do. If this job is for you, then these statements should describe you:

- I am generally very happy, and have an energetic personality.
- People tell me I have a really good sense of humor.
- I can clearly communicate with people when I speak and when I write.
- I find myself identifying with and understanding other people's feelings or difficulties and want to help them.
- Without being told, I go the extra step in most situations.
- I'm not afraid to ask questions. In fact, I find asking questions helps me learn new things.
- I have been told that I am a good listener.
- I work well in a team setting, but can get things done on my own as well.
- I am extremely reliable and punctual
- I like technology – including cool output from printers.

Required Education and/or Experience

While you do not have to have a college education, we think it helps to have some form of higher education in your background. We also find people who have experience helping others do really well at this job.

In addition to your education and experiences, you need to be comfortable using a computer. Most of the job involves using technology, so this must be a skill you are quite good at.

The following list should describe things you do in your current job or your personal life:

- Use email to communicate with customers and friends
- Create, edit and utilize files created with Microsoft Office products (Word, Excel, PowerPoint)
- Have a LinkedIn profile and use it to connect with people
- You are very comfortable & possibly enjoy printing pictures.
- Utilize Social Networking
- Watch videos (instructional & for fun) on YouTube

APPLY NOW

If you think this is the job for you, please email your resume to sean@itsupplies.com. Please include a brief summary describing yourself and why you are the right person for the job.