

Customer Service Representative

If you are looking for a solid opportunity and a career path to success – Zookbinders is your company!

Zookbinders, Inc. a leading Chicago-based photo album manufacturer is seeking a Customer Service Representative to work in a high-energy, fast-paced working environment.

Primary Function:

The Customer Service Representative will be responsible for providing customer service and advice to our customers through the proper use and performance of our products.

Key Roles/Responsibilities:

- Answer customers call inquiries and promote products and services
- Assist customers with issues or questions related to products
- Provide solutions to all customers
- Provide customers with product and service information
- Research and resolve customer complaints to ensure customer retention and satisfaction
- Customer relations: resolving complaints, order tracking, backorder status and price quotes
- Recognize, document and alert the supervisor of trends in customer calls
- Recognize escalated customer calls and report to Customer Service Lead
- Monitoring emails
- On a daily basis the Customer Service Representative will be heavily involved in all aspects of customer relations
- Professionalism, proper telephone, email, fax and postal mail etiquette should always be exercised
- The Customer Service Representative will have daily interactions with all levels of staff (Production, Billing, Marketing, Human Resources, Digital Printing and Reception)
- Provide on the job training for new employees
- Perform other duties as required or assigned

Training/Experience:

- 1 – 2 years of previous support experience in a high volume Customer Service environment preferred
- 1 – 2 years Customer Service experience preferred
- Associate or College degree in Communications preferred
- Photography and Photoshop experience a plus

To the qualified candidate, we offer an excellent salary commensurate with experience, benefits including medical with a discounted vision plan, dental, life, 401(k) with company match, flexible spending accounts, employee fitness program, paid time-off, and paid holidays.

Our company (www.zookbinders.com) is a leading manufacturer of custom albums, photo books, and press books serving the professional photography trade. We've grown every year since our inception in 1995, and our focus on innovation and creativity keeps us at the forefront of our field.