



Customer Service Representative (Clarendon Hills, IL)

Compensation: Hourly Pay

Location: Remote / Clarendon Hills, IL

Employee Type: Part Time (up to 20 hours per week)

Industry: Promotional Products

Job Type: Customer Service Representative

Education: 4 Year Degree

Company Background

Firebrand Global Marketing is a distributor of promotional products that started in the Western Suburbs of Chicago back in 2005. We are a team of branding gurus that specialize in bringing our clients' vision to light. We're passionate about our clients' success, their connection with their audience, and their unique impression in the MarketSpace.

We are currently seeking a customer service representative that can contribute significantly to the team.

Essential Duties and Responsibilities

- Assist the Manager of Customer Success as needed.
- Effectively communicate internally and externally via zoom, phone calls, emails, and in-person.
- Promptly respond to client inquiries.
- Create presentations, estimates, and sales orders for clients.
- Create virtual art proofs for clients in Sage.
- Order Management: Convert customer sales orders into manufacturer purchase orders.
- Work both internally and with clients to obtain all required information to ensure that orders are produced accurately and to the customers specifications.
- Work directly with our vendors to ensure order accuracy and that deadlines will be met.
- Update internal system with necessary tracking information.
- Gain an in-depth knowledge of the company, its products offered, overall capabilities and services.
- Work with management to continuously improve all available tools and processes
- Actively participate in a "team" environment via zoom or in-person.



Requirements

- College Degree preferred
- Promotional Product Industry experience preferred.
- At least 2 to 3 years of order entry and/or customer service experience
- Prior demonstration of a high level of organizational skills
- Excellent communication skills
- Must be able to multi-task and maintain a high level of attention to detail.
- Must have a strong commitment to company values
- Proficient in all facets of Microsoft Office Suite
- Knowledge of CommonSku and Sage are a plus.
- Must possess strong communication skills and ability to work with customers in a professional manner
- Must have a positive attitude and be a team player

For more information, please contact:

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