

## **Customer Service Representative**

Are you an experienced Customer Service Representative looking for your next great opportunity? The Distillata Company is hiring! Come enjoy a competitive wage, signing bonus, paid time off, vacation time, paid continuing education, casual dress (company shirts provided), employee discounts, expanded health care benefits, direct deposit, 401k, and profit-sharing. We are a family-owned water delivery business located in downtown Cleveland.

Candidates must have a strong work ethic, be articulate, customer-focused, detail-oriented, and driven. Dependability, a good attitude, and quality work are required and rewarded as our continued success depends on our staff. The position is very fast-paced and requires one to think on their feet!

### **Responsibilities and Duties**

- Answer 50+ inbound calls every day.
- Process orders via phone, email, and website
- Work with delivery drivers to ensure accuracy of orders.
- Assist with customer billing questions.
- Upsell and explain promotional products.
- Inbound sales.
- Light collections (as needed).

### **Qualifications and Skills**

- 2+ years of customer service experience with inbound/outbound calls.
- Strong typing/data entry skills (50 wpm).
- Strong communications skills including properly formatted, professional emails.
- Working knowledge of Microsoft Word and Excel.
- Willingness to assist multiple departments on a daily basis.
- High school diploma required.

## **Benefits**

- \$500 signing bonus after 60 days
- Paid time off
- Casual dress, company shirts provided
- Expanded health benefits including FSA + Dental + Vision
- Employee product discounts
- Paid career-related Udemy courses
- Paid career-related books
- Direct deposit
- 401k plan
- Profit-sharing