

Ecommerce Customer Service Representative

Benefits: Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

Salary range: \$15.00 to \$17.00 hourly

Employment status: Contract / Temporary to Hire

Description

A company located on the North Side of Houston is looking for an enthusiastic, highly motivated, experienced individual to fill their Ecommerce Customer Service position. This will be an in-office role working Monday-Friday from 8AM-5PM. If you are interested and qualified, please apply today!

Job Responsibilities:

Receive/Respond to Customer Service Inquiries via retailer portals

Review and process incoming Sales Orders

Manually enter Miscellaneous Sales Orders into our system

Prepare Pick Tickets for Warehouse daily

Oversee and Complete Ship confirm and Invoicing of EDI Sales Orders

Work with shipping on issues

Handling pricing exceptions

Provide customer with Order status information including tracking, shipment delays & backorder status

Receive and Respond to Customer Emails, Calls or Online Inquiries Coordinate with fellow eCommerce team members to resolve product related inquiries

Entry of Replacement Warranty Requests & Return Orders

Participate in Ongoing online education provided by retailers

Sorting and Filing & Other duties as assigned

Requirements

Basic Requirements:

MUST be Dependable!

High school Diploma Required

Prior Customer Service Experience a plus

Strong Attention to Detail/Accuracy

Friendly & Professional Demeanor, Great Work Ethic Excellent Organizational, Communication & Writing Skills

Excellent multi-tasking skills

Microsoft Office Experience (specifically Outlook and Excel)

Some College Preferred

Previous Customer Service Experience within an Office setting is preferred

Experience with mainstream ERP preferred, AS400 Experience a plus but not required

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