

Customer Service/Sales Coordinator

Job Summary:

Support existing customers and grow revenue by securing new customers for Clovernook's accessible print and print materials. In addition to phone and in-person support, this position will assist customers with navigating the ecommerce site, invoicing and payment tracking, and assisting the manager with scheduling orders and communicating with customers. Must be highly proficient in the Microsoft Office environment and possess excellent written and verbal communication skills. The position will require occasional travel to customers, expos, and other customer-facing events.

Principle Duties & Responsibilities:

1. Customer Support and Sales
 1. Provide exceptional customer service/ sales via phone, in person, and email. Visit potential clients and expos.
 2. Increase department revenue by identifying and presenting additional products to existing customers, expanding sales to new departments within an organization, and securing new customers.
 3. Address customer inquiries, concerns, and issues in a professional and timely manner.
 4. Respond to inbound/outbound calls and inquiries for assigned accounts and contracts with the highest standards of professionalism.
 5. Maintain strict confidentiality of sensitive customer and company information.
2. Ecommerce Site Assistance
 1. Guide customers through the online ordering process on Clovernook's ecommerce site.
 2. Assist customers in navigating the site, troubleshooting issues, and ensuring a seamless ordering experience.
 3. Communicate with customers regarding ecommerce and other order process changes (e.g. account updates, password changes, etc.)
3. Invoicing and Payment Tracking
 1. Create and track invoices and payments. Assist customers with invoicing inquiries.
 2. Collaborate with the finance department to ensure accurate and timely processing of customer payments.
4. Document and Record-Keeping
 1. Maintain detailed and accurate records of customer, sales inquiry interactions and transactions.

2. Document and report customer feedback for continuous improvement.
5. Collaborate with Other Departments
 1. Coordinate with the production and shipping departments to ensure timely delivery of customer orders.
 2. Communicate effectively with internal teams to resolve customer issues and enhance the overall customer experience.
6. General Duties
 1. Assist in various customer service-sales related tasks as assigned by the supervisor.
 2. .Assistant role to supervisor for daily scheduling and assignments
 3. Follow all safety procedures and promote a safe work environment.
 4. Contributes to the overall efficiency and effectiveness of Clovernook Prints by performing other tasks, duties, and responsibilities as assigned.

Job Requirements:

1. Highly proficient in Microsoft Office environment, particularly Word and Outlook. Able to use or learn Excel for invoicing and payment tracking.
2. Minimum of two years of experience in a Customer Service, Sales or Contact Center/Call Center environment required
3. Proven sales experience preferred
4. Associates degree in a related field and/or related experience required
5. Preference will be given to candidates who are legally blind and proficient with large-screen monitors or screen-magnification software (e.g. ZoomText), if needed.
6. Ability to spend extended periods of time seated at a computer workstation while using a headset, telephone, and computer
7. Ability to travel independently locally and nationally for customer visits, expos, conferences
8. Post -offer, pre-employment drug screen and background check.
9. Reflects Clovernook's mission, vision and core values in daily interactions with consumers, staff, as well as all internal and external constituencies.