



**Compi Distributors, Inc.**

*Missouri • Illinois • Kansas*

## **Customer Service Representative (Arnold, MO)**

Compi Distributors, Inc. is a full-service Wholesale Building Material Distributor serving the Cabinetry, Countertop, Construction and Millwork Industry.

We are currently seeking an individual to serve in a Full-Time Customer Service Representative in Arnold, Missouri.

### **Responsibilities:**

- Take customer calls, 60 – 75 calls/day per CSR, and provide accurate, satisfactory answers to their queries and troubleshooting questions
- Process incoming orders that arrive via phone, email, and through our web portal
- Proficient use of our Agility-ERP system; order entry, stock look-ups, shipping ETA's, etc. (Training provided)
- Build and maintain product knowledge from all CDI suppliers so that you can effectively explain the features, benefits, and options to both internal and external customers. Can involve both on-site as well as remote training
- De-escalate situations involving dissatisfied customers, offering patient assistance and support
- Call clients and customers to inform them about the company's new products, services and policies
- Guide callers through troubleshooting, navigating the company site or using the products or services
- Review customer accounts, providing updates and information about billing, shipping, warranties and other account items
- Collaborate with other call center professionals to improve customer service
- Help to train new employees and inform them about the company's customer management policies
- Ability to multi-task and manage priorities, while responding to all e-mails, phone calls, and other forms of communications in a professional and timely manner

**Qualifications:**

- Training experience required
- Demonstrate passion for customer service by remaining positive in a fast-paced work environment
- Strong communication, both verbal and written
- Great active listening skills
- Exceptional interpersonal and rapport building skills
- A patient and empathetic attitude
- Strong time management and organization skills
- Adaptability and flexibility
- Comfortable working in fast-paced environments
- Troubleshooting skills
- Proficiency in computer skills, including Microsoft Office applications (Outlook, Word)
- Phone skills, including familiarity with complex or multi-line phone systems
- In-depth knowledge of building industry products, preferred
- Bilingual (English/Spanish) preferred, but not required

**Additional Details:**

- Monday – Friday, expected work week 40 hours, non-exempt status
  - 8:15am – 5:00pm
- Paid Holidays
- Full Benefit Package

This job description is designed to provide a general overview of the requirements of the job and does not entail a comprehensive listing of all activities, duties, or responsibilities that will be required.

Compi Distributors, Inc reserves the right to add to, remove or modify this job description at any time. This includes the right to assign or reassign duties and responsibilities as needed.

Compi Distributors, Inc. also reserves the right to release or delete this position at any time.