



Customer Service Representative

Employer

Husky Liners
22425 D St,
Winfield, KS 67156
800-344-8759

Job Description

Husky Liners, a Truck Hero Company, proudly makes automotive aftermarket products designed to protect your ride inside and out. Founded in 1988, we offer a wide assortment of quality products designed to help extend the life of your vehicle. At the core of our product line are our Husky Liners brand, custom fit floor liners, guaranteed for life and backed with a no hassle, lifetime warranty.

We offer competitive pay and excellent benefits, and the chance to grow your career and be part of our expanding team.

Key Duties:

- Enter and ensure the accurate processing of customer quotes, orders, confirmations etc. within appropriate timescales.
- Consult with customers to identify their needs, clarify production information and recommend appropriate products by possessing sufficient knowledge of company products
- Input customer orders received via telephone, email, EDI and in person and prepare order with all needed information for shipping
- Research, investigate and resolve all customer inquiries and provide appropriate solutions that both meet company policies and maintain high level of customer satisfaction in a timely and professional manner
- Resolve customer product issues by performing activities such as issuing RMA's, exchanging products, refunding money, or collaborations with other departments for further assistance and investigations as needed.
- Initiate outbound customer service calls and emails to resolve and/or follow-up on requests and inquiries and provide details of status or planned resolutions
- Invoice shipments in a timely basis and provide customers with tracking information and proof of delivery, initiating carrier claims when necessary

Qualifications:

- Min 2 years of Customer Service experience preferred
- Proficient in use of Microsoft office suite (Outlook, excel, word) and medial computer functions
- Excellent verbal, written communication and decision making and problem-solving capabilities
- Ability to thrive in a fast paced environment, multi-task, perform well under pressure and effectively manage competing and/or changing priorities
- Ability to use proper discretion in evaluating and/or elevating customer issues
- Experience as working part of a time, as well as capabilities to work independently

Pay and Benefits:

- Competitive pay, shift differential and opportunity for annual increases
- Weekly pay and Direct Deposit
- Comprehensive medical (BCBS), dental and vision insurance with tier options
- FSA and HSA
- Company paid Life, AD&D, with the option to purchase additional coverage, and Short & Long Term Disability
- Supplemental insurance: Critical Illness, Hospital Care, Accident and Legal Coverage
- Company Matching 401K plan
- Paid time off and paid holidays
- Tuition Reimbursement
- Employee Discounts with all Truck Hero Companies
- Referral Bonus
- Attendance Bonus
- Discretionary Production Bonus
- Employee Assistance Program: includes free consultations, referrals, discounts, online resources and seminars for personal, job or family related issues
- On the job Training

Apply

Requested applications at: Huskyhr@huskyliners.com