



## Customer Service & Showroom Representative

### Job Description

June 2018

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#### Summary

This position is responsible for efficient and effective customer service on the phone, via email as well as in the design showroom.

#### Key Responsibilities

##### Customer Service

- ✓ Be the first point of contact for the customer service function via the phone/email. This includes the following duties:
  - Primary phone coverage during business hours.
  - Promote company products and services
  - Secure sales and invoice collection
  - Outline Sales Terms/Pricing/Delivery/Product availability
  - Qualify designers through resale documentation
  - Explain website registration process
  - Refer sales leads to reps/showrooms if applicable
  - Respond and satisfy sales rep requests
    - Pricing, terms, swatches
    - Custom quotes
    - Other requests as needed
  - Ship fabric swatches & finish samples
  - Relay order status
  - Deliver shipping information
  - Perform all customer Invoicing/Billing/Deposits
  - Customer satisfaction (product/shipping QC issues)
  - Miscellaneous customer service (touch up paints etc.)
  - Miscellaneous – emails, yardage, customization, pricing, etc.

##### Showroom

- ✓ Primary management of the showroom. This included the following duties:
  - Greet customers and determine how we can help.
    - Product questions
    - Tear sheets
    - Pricing
    - Fabrics & finishes
  - Promote company product and services.
  - Obtain contact information from showroom visitors.
  - Follow-up with showroom visitors with regards to tear sheets delivered or needs expressed.
  - Secure orders and submit to production
  - Assure showroom is clean and ready at all times for visitors



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## Shipping

- ✓ Support and execute the shipping function. This includes the following duties:
  - Prepare and organize all shipments
    - Prepare to ship – confirm ship info with client, get freight quote from preferred carrier and forward to client for approval
    - Shipping Disclaimer secured
    - Prepare BOL and send to chosen carrier for processing
    - Send BOL and SO to vendor
  - Follow up on shipment
    - Get tracking and forward to client
    - Update weekly shipping logs
  - Handle all damage issues and claims with client as necessary
  - For UPS – prepare labels and send to warehouse along with SO.
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    - Update weekly shipping logs
    - UPS – prepare labels and send to warehouse along with SO.

## General Office

- ✓ Any other duties assigned or necessary to accomplish company goals and objectives
- ✓ General delivery and pick-up duties as required
- ✓ QC activities as necessary.
- ✓ Prepare office for daily opening & closing
  - Unlock & open, lock & secure exits
  - Alarm office
  - If not last person, communicate office status at exit
- ✓ Responsible for office supply management
  - Order/receive orders from source (Office Depot et. Al.)

## Key Competencies

- ✓ Excellent in-person and telephone sales skills
- ✓ Strong written and verbal skills
- ✓ Detail orientated but still understands the big picture
- ✓ Very strong organizational skills
- ✓ Thrives in face-paced, results orientated and at times demanding environment
- ✓ Creative interior design experience a plus
- ✓ Stylish appearance
- ✓ Microsoft Office proficiency, QuickBooks a plus

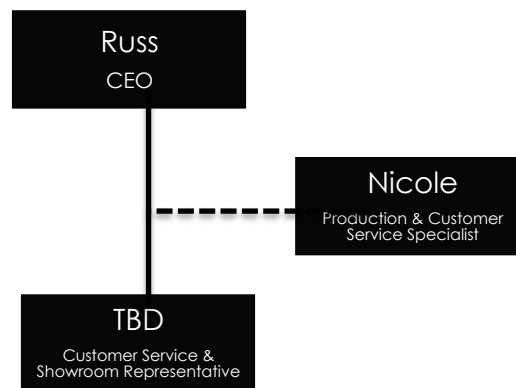


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## Environment

- ✓ General office environment
- ✓ Laguna Niguel showroom location, no telecommute possible
- ✓ Full-time position
- ✓ Monday through Friday mainly
- ✓ Little to no travel required

## Organizational Alignment – Customer Service



## Company Summary

Shine by S.H.O ([www.shinebysho.com](http://www.shinebysho.com)) was established with a passion for challenging the norms of traditional design with vibrant color, sweeping geometry and unexpected details. Since its inception, Shine by S.H.O has quickly made a lasting mark on the world of interior design. As a leading designer and marketer of fine modern home furnishings globally, we are looking for passionate, hard working people to help fuel our growth.