

Extraordinary people. Exciting possibilities. Your success is what's next at Scott Group Studio. In our highly competitive world there's one thing that sets a company apart – its talent. At Scott Group Studio our employees bring their expertise, enthusiasm, and creativity to work every day. We're committed to making Scott Group Studio a great place to work. A place you can be proud to be a part of, where your talents are embraced and your efforts are encouraged and supported. If you are a person that "puts people first", "see it and solves it", "does the right thing" and "pursues excellence", discover how you can be a part of what's next.

The Customer Service Representative requires an energetic, creative, service oriented individual responsible for supporting assigned accounts and sales representatives. Ideal candidates will have a strong attention to detail and a passion for providing a legendary customer experience. This role requires a strong work ethic, good time management skills, and excellent communication skills in accordance with the core values of Scott Group Studio.

DUTIES

- Process Sample Requests and Quote Requests by confirming accuracy and entering information in operating system or web form application. Work with estimating team as needed to confirm unique/complex requests
- Review new orders from sales team and customers to ensure information is complete and accurate
- Answer customer questions; investigate as needed
- Follow inquiries and requests from initial order through production to shipment
- Monitor reports to ensure data entry accuracy and samples/orders are being processed timely
- Enter new follow-up notes as needed and manage all assigned follow-up notes

ABILITIES

- Associates degree and minimum two years customer service experience in an office environment
- Strong attention to detail and excellent analytical skills
- Display strong communication skills –excellent grammar and interpersonal skills
- Demonstrate ability to analyze and appropriately handle complex and sometimes delicate situations with clients
- Must be able to work in a team environment, anticipate needs, and exceed customer expectations
- A background in supporting manufacturing processes is a plus

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.